

Student Complaint Form



*This form is used to raise a complaint about any aspect of service provided by the University.
Before submitting this complaint please ensure you have read the Student Complaint Procedure which is available at <https://my.sunderland.ac.uk/display/AS/Student+Casework>*

1. Student Details (to be completed by or on behalf of the person making this complaint)

Family Name/Surname	
Forename(s)	
Student Registration Number	
Term-time address or address to which you wish replies to be sent	
Programme	
Level	
Contact Number	
Email Address	

2. Formal complaint (Details of your complaint)

(a) Please **summarise** your complaint here. If you have more than one issue of complaint you must separate these out.

Issue no.	Date of event/incident	Complaint	Desired outcome
1			
2			

3			
4			
5			

3. Informal complaint details (to be completed by or on behalf of the person making this complaint)

Where you have already sought a remedy by informal means (by contacting a member of staff who was best able to deal with your complaint), please provide the following details and include copies of any correspondence.

Date of initial complaint	
To whom was the complaint made	
Details of the response to initial complaint	
Why do you remain dissatisfied	
What outcome would you prefer	

4. Equal opportunities

Are you Male, female, other please specify or prefer not to say:

Do you consider yourself disabled in any way? Yes No

Please indicate the ethnic group which you feel describes your ethnic origin:

Arab		Asian or Asian British - Indian		Black or Black British - African		Black or Black British - Caribbean	
Asian or Asian British - Bangladeshi		Asian or Asian British - Pakistani		Chinese		Gypsy or Traveller	
Irish Traveller		Mixed - White and Asian		Mixed - White and Black African		Mixed - White and Black Caribbean	
White		White - English, Welsh, Scottish, Northern Irish, British		White - Irish		White - Scottish	
Other Asian background		Other Black background		Other mixed background		Other White background	
Not known		Prefer not to say					

Signature:

Date

Please return your complaint form to:
 University of Sunderland,
 Student Casework, Level 1.
 The Gateway Building,
 City Campus, Chester Road,
 Sunderland,
 SR1 3SD

Or email studentcasework@sunderland.ac.uk



**University of
Sunderland**