# Complaint form

**CONFIDENTIAL**

To be eligible to make a complaint under the Student Complaints Policy and Procedure you must be an applicant or currently or recently enrolled as a student with the College.

Where possible, you should attempt to resolve your complaint informally with the School, Department or Service that you are complaining about.

If you intend to make a **formal** complaint about the delivery and quality of services received, or about the delivery of teaching/supervisory provision or any other matters relating to a programme of study, you **must** use this form to put forward your case. You are required to complete all sections. You should expect an acknowledgement within 7 days and will be informed of the outcome of your complaint in due course.

This form should be sent to studentcomplaints@bbk.ac.uk or be handed in at the Student Centre in the main Malet Street building. Please note that all complaints must normally be made within 4 weeks of the incident about which you are complaining, occurring.

## Section A – Your details

Title.….…………… Full Name………………………….....……………………………

Address……………………………………………………………………………………

 ..………………………………………………………………………………………………

…………………………………………………………………………………………………

Postcode ………………………………… Tel No………………………………………

 Email…………………………………………………………………………………………

Programme of Study/Research……………………………………………………..……

Student Number………….…………...……………………………………………………

Have you ever been known by any other name whilst studying at Birkbeck? If yes, please list this name below

…………………………………………………………………………………………………

## Section B – Nature of the complaint

Please outline your complaint in the box below. Please include the date(s) of the incident(s) you are referring to.

**Please list any documentary evidence attached and make sure you keep a copy.**

(e.g. any correspondence, list of dates when events occurred, or other documentation related to your complaint)

## Section C – An outline of the action you have taken so far

Please outline the steps you have already taken to resolve your complaint **informally:**

Who did you contact about your complaint? …………………………………………..….

Position ………………………………………………………………………………………..

School/Department…….……………………………………………………………………..

Describe the outcome of any action taken so far and explain why you believe that the matter has not yet been resolved.

## Section D – Desired outcome

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

## Section E – Declaration

I believe that the above information is accurate. I confirm that details of this complaint can be passed on to the case handler, relevant investigators if applicable, and relevant staff in the Service or Department that is/are the subject of the complaint.

Signature: ……………………………………………………………………………………

Date: …………………………………………………………………………………………

## Confidentiality statement

Complaints will be dealt with in a confidential manner. Everyone involved in the procedures for investigating and managing complaints through college processes has a duty to maintain confidentiality. For a complaint to be investigated fully and action taken it will be necessary to disclose the complainant’s identity to the person or responsible party within the department/service which is the subject of the complaint and to others directly involved. Where something is disclosed that could have a safeguarding impact we reserve the right to liaise with appropriate professionals.

Any confidential third party evidence submitted must be accompanied by written permission from the people named in the documentation. Examples of this might include medical documentation submitted on behalf of someone other than yourself.

As per the data retention schedule at Birkbeck, student records may be retained by the College for at least 6 years from the date that the student leaves the institution.