**Liverpool Hope**

**Students’ Union**

Complaints Form

Why use this form?

This form should be used to make a complaint about the Union. It relates to stage two of the Union’s complaints procedure which can be downloaded at www.hopesu.com/complaints

If you are using this form, you should normally have gone through stage one of the procedure and raised your complaint at one of the Union’s Forums.

If you still wish to go ahead with a Formal Written Complaint using this form, you should complete this form and then attach it to an email sent to the Union President (or, if appropriate, a Vice President – please see the complaints procedure). The President’s email address is pres@hope.ac.uk

Advice on completing this form can be found by contacting a Sabbatical Officer of the Students Union or the Union Development Manager.

Formal Written Complaint

|  |  |
| --- | --- |
| Name: | Student No.: |
| Course & Year of Study: | |
| Full Address: | |
| Post Code: | Telephone Number: |

(In the case of a group complaint, the details of all complainants should be added on an extra page. The details of the group-approved lead contact should be filled in above and they should sign the declaration at the bottom of the form. All members of the group listed will be contacted to confirm they wish to be part of this complaint.)

Please outline the nature of your complaint (please include as many details as possible:

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| --- |
|  |

Please outline any steps you have already taken to resolve this complaint (e.g. via a Union Forum per stage one of the complaints procedure):

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| --- |
|  |

Please outline your desired resolution for this complaint:

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|  |

Do you wish any or all stages of this complaint to be investigated by an independent person appointed by the University’s Governing Council according to the complaints procedure? Please select all appropriate options:

|  |  |
| --- | --- |
| Yes, stage one (Forum) |  |
| Yes, stage two (Formal Written Complaint) |  |

(This option is also offered at the Appeals stage. If you have indicated a desire for any stage(s) of this procedure to be investigated in this manner, you will be contacted by the appointed person, normally the University Secretary)

**Declaration:**

I hereby declare that all the details I have supplied in this form are correct and, if this is a group complaint, I have sought the permission of all other parties listed here to include them in this complaint.

|  |
| --- |
| Signed: |

(Please type your full name as an e-signature)

For office use only:

Complaint received by:

On (date):