



STAGE 2 COMPLAINT FORM

Student/ Apprentice Complaint Form (Stage 2)

Please read the University's full procedure before you complete this form. You must have tried to resolve your complaint with the faculty or department concerned (Stage 1 of the Procedure) before making a formal complaint to the university. If you do not complete all parts of this form or fail to enclose all relevant documents the investigation into your complaint may be delayed.

Your Details

Name:

University ID Number:

Course:

Postal Address:

Phone Number:

Your Complaint

Please summarise your complaint here. Note that it will help your complaint if you were able to provide evidence to back up your complaint:

Action Taken So Far

Explain briefly what steps you have taken in the relevant faculty or support department to resolve your complaint and why you are not happy with their response. If you have not tried to resolve your complaint in the faculty or department concerned it will be referred to the relevant Dean or Head of support department **or Director of Apprenticeships** for consideration:

Your Ideal Outcome

Explain briefly what you would consider to be a satisfactory resolution to your complaint:

Confidentiality and Disclosure:

If you have included any sensitive information about yourself in your complaint or in your evidence, it may be necessary to share this with those involved in processing and considering your complaint. This is known as Special Category Data and covers, but is not limited to, the following types of data:

- race
- ethnic origin
- politics
- religion
- trade union membership
- genetics
- biometrics (where used for ID purposes)
- health
- sex life
- sexual orientation

The University will require your explicit consent to be able to receive and use your Special Category Data as it will be necessary for the information to be shared with those involved in considering your complaint.

The outcome of the complaint will be recorded in the case coordinator's database by the case coordinator and will be shared only with members of staff where the outcome requires an action on their part. However, these individuals will not have access to the detail behind this decision. The University also compiles statistics on complaints but these are anonymised so that individuals cannot be identified.

Your Special Category data will be treated as confidential by all members of staff who receive it in line with the process set out above. In addition to any staff named in your complaint, the information will also be seen by the case coordinator, the Head of Legal Services, Governance and Risk, the Investigating Officer, the Dean of your

Faculty **or Director of Apprenticeships** and the Vice Chancellor or nominee. The Special Category data will be stored and processed in accordance with the University's Data Protection Policy and will be destroyed one year after you have left the University.

In order to process the information you have provided, your consent is required. Please note you can withdraw your consent at any time by contacting the caseworker.

Please tick here to give consent for the University to process the data you have provided as part of your appeal relating to you Special Category Data and to confirm that you understand that the processing may involve sharing your Special Category Data as set out above.

What to do once you have completed this form

Please send this form and any supporting documentation (e.g. evidence) to caseworker@hope.ac.uk.

If you have a disability that requires reasonable adjustments to accommodate your needs during the appeal process, please provide details below:

