



PLEASE LIST ANY DOCUMENTARY EVIDENCE ATTACHED AND MAKE SURE YOU KEEP A COPY:  
(eg 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**

For Stage 1 complaints, please outline the steps you have already taken to resolve your complaint **informally**:

With whom was it discussed? ..... Date .....

Position .....

School/Department(s) .....

If applicable, please give the name of the student adviser or other representative who is advising you on this matter, indicating whether or not they are legally qualified.

.....

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 Head of Service or Department concerned and my adviser or representative (if applicable).*

Signature: ..... Date: .....

**FOR OFFICE USE ONLY:**

Acknowledgement sent ..... Reply sent .....

Complaint forwarded to department ..... Response received .....

What action (if any) is now needed? .....