

# STUDENT APPEALS AND COMPLAINTS FORM

## PART A: Raising an Issue for Investigation

The University is committed to providing a high level of service at all times. The University recognises, however, that there may be occasions when students or members of the public may feel that the level of service or treatment that they have received from the University has fallen short of what might reasonably be expected. It is also recognised that sometimes students may consider that they have grounds to appeal against their academic results.

**This form should be completed by:** anyone who wishes to formalise an academic appeal (including appeals against class certificate refusal [C7]) or a complaint with reference to either (i) [the University's Policy and Procedures on Student Appeals](#) and/or (ii) [the Complaint Handling Procedure](#) and (ii) [the University's Unacceptable Actions Policy](#). This purpose of this form is to gather the relevant information to permit the University to investigate and respond to your concerns.

### SECTION 1: PERSONAL INFORMATION

Name(s):  Student ID:

Programme of Study:

Contact Details including preferred email address for correspondence:

Address:	<input type="text"/>
Telephone:	<input type="text"/>
Email:	<input type="text"/>

### SECTION 2: YOUR APPEAL OR COMPLAINT

**Are you appealing a decision to withdraw a Class Certificate (C7)?**

Yes  No  If yes, please indicate the course(s) concerned:

**What is the issue you wish the University to investigate?**

**What action have you taken to try to resolve this matter already?**

**Have you consulted any of the following?**

*Please select all that apply:*

- |                       |                          |                |                          |
|-----------------------|--------------------------|----------------|--------------------------|
| Course Coordinator    | <input type="checkbox"/> | Class Rep      | <input type="checkbox"/> |
| Personal Tutor        | <input type="checkbox"/> | Registry Staff | <input type="checkbox"/> |
| Students' Association | <input type="checkbox"/> | Other          | <input type="checkbox"/> |

*Please specify the name of the person you spoke to or give details of the reasons for not having made an approach at the frontline (i.e. to your course coordinator) regarding this issue:*

**Has a remedy been offered to you?**

Yes  No

*If yes, please provide details of the remedy and why this isn't satisfactory:*

**What remedy (or outcome) are you seeking?**

**What evidence do you have to support your case?**

*Please list the documentation you hold below and attach copies to this form.*

- 1.
- 2.

**Is your submission 'in time'?**

To allow for appropriate investigation, an appeals must be submitted five working days from being unable to resolve the matter at the frontline. Complaints must be submitted six months from first becoming aware of the issue. If you are submitting this form outside the permitted timescales please give details below to explain the reasons for this.

*Please note that it cannot be guaranteed that your case will be progressed.*

### SECTION 3: DECLARATIONS AND SIGNATURE

Please read carefully and confirm, by selecting the tick box, the statement below.

I have read and understood (i) the University's Policy and Procedures on Student Appeals and/or (ii) the Complaint Handling Procedure and (ii) the University's Unacceptable Actions Policy.

Signed:

Date:

*An electronic signature will be accepted.*

Please complete this form and return to [academicservices@abdn.ac.uk](mailto:academicservices@abdn.ac.uk)

PART A