**Important please read this section carefully before submitting your complaint**

* This form is for use only in making a Complaint that falls within the *University Student Complaints Procedure*, which is available via: <https://academic.web.ox.ac.uk/complaints>. Please read the *Procedure* carefully before completing this form.
* Complaints may be brought by individual students, groups of students or former students (please see section below on group complaints for further information).
* Complaints should be made within 3 months of the matter arising. Complaints made after these deadlines will be considered late and if you wish the University to consider them then you will need to include a valid reason and evidence of the reason for lateness. You will then be informed either that your reason for lateness has been considered valid or that your complaint is out of time.
* We strongly encourage students to resolve all matters that they are concerned about informally under local resolution (stage 1 of the complaints procedure), guidance about how to do so is also available via: <https://academic.web.ox.ac.uk/complaints>
* You cannot use this form to complain about a decision made by an academic body (e.g. board of examiners, academic committee etc.), please use the [academic appeals](https://academic.admin.ox.ac.uk/academic-appeals-0) process.
* Complaints relating to the following have separate procedures; [Undergraduate Admissions](https://www.ox.ac.uk/admissions/undergraduate/applying-to-oxford/decisions/feedback); [Graduate Admissions](https://www.ox.ac.uk/admissions/graduate/applying-to-oxford/university-policies/complaints-and-appeals?wssl=1); College issues (please see your college website for details); Behaviour of members of staff ([Harassment Policy](https://edu.admin.ox.ac.uk/university-policy-on-harassment)); Behaviour of other students ([Student Conduct](https://academic.admin.ox.ac.uk/student-conduct-0) and [Harassment Policy](https://edu.admin.ox.ac.uk/university-policy-on-harassment)) [Academic Integrity](https://hr.admin.ox.ac.uk/academic-integrity-in-research) (including disputes over ownership of work); [Bribery and Fraud](https://compliance.admin.ox.ac.uk/bribery-and-fraud); and [Public Interest Disclosure](https://hr.admin.ox.ac.uk/public-interest-disclosure-whistleblowing-code-of-practice) or [Freedom of Information](https://compliance.admin.ox.ac.uk/submit-foi) request.
* All sections of the form should be completed, and any supporting evidence you wish to be considered should be submitted at the same time as the form to [casework@proctors.ox.ac.uk](mailto:casework@proctors.ox.ac.uk).
* The Proctors may refuse to consider your Complaint if you exceed the word limits below.

**Group Complaints**

* Groups of students bringing a joint Complaint should nominate one student to act as their spokesperson. The spokesperson should complete the form on behalf of the group.
* When the complaint form is submitted to the Proctors’ Office, it should be accompanied by a list of the students in the group together with their signatures to indicate their agreement to the content of this form and to the spokesperson speaking on their behalf; or, if the complaint is being made by email, all of the students listed should be copied into the email.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SECTION 1: About You**  *Please note we will only consider anonymous complaints in exceptional circumstances and where there are compelling reasons to do so. If you consider that there are compelling reasons for your Complaint to be anonymous, leave this section blank and enclose a statement with this form explaining those reasons.* | | | | | | | | | |
| **Is this a group complaint?** | Yes  No | | | | | | | | |
| **Surname/Family name** |  | | | **Title** | | |  | | |
| **First/Given name(s)** |  | | | | | | | | |
| **University student no.** |  |  |  |  |  |  |  |  |  |
| **Level of Study** | Undergraduate | |  | Taught Postgraduate | |  | Postgraduate  Research | |  |
| **Programme of study** |  | | | | | | | | |
| **Course start date:** |  | | | **Course finish date:** | | |  | | |
| **Year of study:** |  | | | **Status on course:** | | |  | | |
| **Status on course** | Not started | |  | Studying | |  | Completed | |  |
| Suspended | |  | *If suspended please state date started and date due to finish:* | | | | | |
| **College:** |  | | | | | | | | |
| **Contact email:** |  | | | | | | | | |

|  |  |
| --- | --- |
| **SECTION 2: Complaint summary** | |
| What University matter is your complaint about?  *Please note that you cannot complain about a College matter through this route* | Failure to provide a service |
| Quality and standard of service |
| Failure to follow an appropriate process |
| Quality of facilities or learning resources |
| Quality of teaching/ supervision |
| Other (please state): |
| When did the matter you are complaining about occur? |  |
| If your complaint is about a matter that took place over 3 months ago, or it has been over 3 months since local informal resolution, please confirm your reason for lateness.  *Please note any evidence in support of this* *should be submitted along with this complaint form.* |  |
| Are there are time-critical factors that the Proctors should be aware of? [Max 150 words] | |
|  | |

|  |
| --- |
| **SECTION 3: Complaint details (Stage 1 – local informal resolution)**  **[max 250 words]** |
| What steps have you taken to try and resolve your complaint informally at a local level?  *Please state clearly what actions you have taken, including dates, who you have spoken to and the outcome of the process. Any relevant documentation, for example your stage 1 complaint and outcome letter/email, should also be supplied along with this form.* |
|  |
| Please explain why you are dissatisfied with the local informal resolution outcome. |
|  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION 4: Complaint details (Stage 2 – formal consideration by a Proctor)** | | | | | | |
| What are the key points of your Complaint? [max 700 words]  *Please state clearly and concisely in numbered paragraphs (i) what has happened to give rise to the complaint (ii) the underlying facts, including key events and dates (iii) what you think the subject of your Complaint did wrong (iv) the evidence that supports your Complaint (v) the impact you have faced as a result of this* | | | | | | |
|  | | | | | | |
| What evidence are you submitting in support of your complaint (please list) [max 500 words]  *Please provide a list of all items of evidence that you have submitted to be considered as part of the complaint. Any evidence you supply must be complete, relevant and proportionate, and it is your responsibility to provide this supporting evidence, and to decide what should be included. Please name the supporting evidence as relevant annex and brief description, for example “Annex A – stage 1 outcome”, please do keep the file name brief as lengthy titles may not open properly.* | | | | | | |
|  | Annex | Description of evidence | Author | Date | How does this support your complaint? |  |
|  | A |  |  |  |  |  |
|  | B |  |  |  |  |  |
|  | C |  |  |  |  |  |
|  | D |  |  |  |  |  |
|  | E |  |  |  |  |  |
|  | F |  |  |  |  |  |
| What outcome(s) would you like to see as a result of this complaint [max 250 words] | | | | | | |
|  | | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **5. Statement by Student (please tick to indicate your agreement with each statement):** | | | |
| I have read the University’s Student Complaints Procedure | | |  |
| I understand that the University may need to process personal details about me, which could include sensitive information, in order to investigate my Complaint | | |  |
| I understand that the University may need to exchange information about my Complaint within the University and colleges, and with other persons and organisations, including disclosing this completed Student Complaint Form and my accompanying evidence where necessary, (for example, to collect information or to seek statements from relevant persons or bodies) | | |  |
| *[Group Complaints Only]* I understand that I am the nominated spokesperson for this Group Complaint and that it is my responsibility to ensure that I represent the views of all the members of the group fairly. The attached list is a complete list of the members of the group of students bringing this Complaint and each person listed has read and agreed to the contents of this form. | | |  |
| The information I have given on this form is true, correct and complete, to the best of my knowledge | | |  |
| **Signed**: |  | **Date**: |  |

**Submit this form and all evidence to** [**casework@proctors.ox.ac.uk**](mailto:casework@proctors.ox.ac.uk)

*You will receive a formal acknowledgement of your complaint within five working days.*