



UNIVERSITY OF EDINBURGH Request for Complaint Investigation

Information for all complainants

If you have a complaint about a matter which is the responsibility of the University, and you have not been able to resolve it by raising the issue direct with the appropriate area or department, please complete the form below to enable us to investigate your complaint. Before doing so, please read the guidance at <http://www.ed.ac.uk/schools-departments/student-academic-services>.

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation is complete. Please see Section 3 of the form.

Information for students only

If you are a student (or recent student), we strongly encourage you to speak to the Advice Place before completing this form. The Advice Place is an independent service run by the Students' Association, EUSA, and staffed by professional advisers with experience of supporting students with complaints. An adviser at the Advice Place can:

- Help students to decide whether making a complaint is the best course of action, or whether another procedure may be more appropriate
- Explain how the complaint procedure works, and what the potential outcomes may be
- Read drafts of any correspondence students write to the University (including complaint forms), to help students make their case as clearly as possible
- Support students at any meetings they attend with University staff in relation to their complaint if requested.

Students can contact the Advice Place in person at either of their offices in Potterrow or King's Buildings House, via email at advice@eusa.ed.ac.uk, by phone on 0131 650 9225, or online at www.eusa.ed.ac.uk/advice.

Once completed, this form should be submitted by email to Complaints@ed.ac.uk or by post to:

The Investigations Manager
SASG Business Unit
The University of Edinburgh
Old College
South Bridge
Edinburgh EH8 9YL



1. Personal Details

First Name:	
Surname/family name:	
Address:	
Email:	
Telephone:	
Programme of Study : <i>(for students only)</i>	
Matriculation No: <i>(for students only)</i>	

2. Your Complaint

A. Please provide a summary of your complaint below (300 words max).

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B. Please describe what action you have taken to pursue the complaint to date (200 words max)

C. Please provide a brief explanation of the issue(s) you consider to be unresolved (200 words max).



D. Please explain how you would like your complaint to be resolved (200 words max).

E. If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay (200 words max).

3. Supporting documentation

Do you wish to submit any supporting documentation for consideration? Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete

Signature:

Date:
