**Student Complaint Form: Request to a Head of Unit to Review a Complaint**

**Information for complainants**

Prior to submitting this form, please ensure that

you read the [Student Complaints Policy](https://sisweb.ucd.ie/usis/!W_HU_MENU.P_PUBLISH?p_tag=GD-DOCLAND&ID=165) and associated documents, and that you have sought to resolve your complaint informally in the first instance.

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.

We strongly encourage you to speak to a UCD student support professional before completing this form. A UCD student support professional can:

* Outline the options available to students to express their complaint or concern. 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.

A UCD student support professional includes UCD Student Advisers, a member of the UCD Access Centre, official UCD student counsellor, UCD Chaplain, UCD Students’ Union. An up-to-date list of these support systems can be accessed at <http://www.ucd.ie/students/studentsupport.html>.

**Please type below and the boxes will expand**

Request addressed to (name/position)

Student Name

Student id number

Programme

Year and stage (e.g. 2019/20, stage 3)

Please conduct a review of my complaint described below.

My complaint is (It would be helpful if this could include a brief summary of key events with dates and please try to describe the events chronologically. Please explain your complaint as concisely as possible)

In an attempt to resolve my complaint locally I have already communicated with the following people:

This is what happened, and why it did not resolve my complaint:

This is the evidence supporting my complaint, and I have attached copies of any relevant documents:

To resolve my complaint I would like the following to happen:

Please sign below to confirm:

* + That you have already tried to resolve the matter informally
  + That you have submitted all relevant information/supporting documentation relevant to your complaint
  + That you have read and understood the Student Complaint Policy and Procedure, and that the information you have provided is factually correct
  + That you understand the information will be disclosed to the person/s against whom you have made a complaint, and may be provided to others, along with the recipient of the form. Disclosure will be to those with a legitimate access requirement only
  + That you understand that the outcome of the complaint process is private and confidential

Signature:

Date