

**UNIVERSITY COLLEGE DUBLIN**

**Request for Complaint Investigation**

**Information for 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 directly with the appropriate School or unit, please complete the form below to enable us to investigate your complaint. Before doing so, please ensure that you read the [Student Complaint Policy](https://sisweb.ucd.ie/usis/%21W_HU_MENU.P_PUBLISH?p_tag=GD-DOCLAND&ID=165)

 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. Investigation of your complaint will not commence until you confirm that your supporting documentation is complete.

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>.

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| Once completed, this form should be submitted by email to student.complaints@ucd.ie  |

1. **Personal Details**

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| --- | --- |
| First Name:  |  |
| Surname/family name:  |  |
| Address:  |  |
| mail:  |  |
| Telephone:  |  |
| Programme of Study :   |  |
| Student ID No:   |  |

1. **Your Complaint**
2. Please provide a summary of your complaint below (300 words max). 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.

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1. Please describe what action you have taken to pursue the complaint to date, including a description of how you sought to resolve your issue informally (200 words max). Please provide a copy of your completed Student Complaints: Head of Unit Review Form and the formal written response received from the area.

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1. Please provide a brief explanation of the issue(s) you consider to be unresolved, outlining what it is about the Unit’s/School’s decision, or the process followed, that you are dissatisfied with (200 words max).

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

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1. If you are submitting a complaint more than 15 working days following the last related incident (including the outcome of the review by head of unit), please provide a brief explanation for the delay (200 words max).

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Please sign below to confirm:

* + That you have submitted all relevant information/supporting documentation relevant to your complaint
	+ That you have included a copy of your completed Student Complaints: Head of Unit Review Form and the formal written response received from the area
	+ That you have read and understood the Student Complaints 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.

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| Signature:  |  |
| Date:   |  |