



# A student guide to writing a Complaint

# Complaint Template

Name: **[Add your name]**

Student number: **[Add your student number]**

Contact details: **[Add your email address and/or phone number]**

I am studying **[Course title and code]**

I would like to make a formal complaint because **[Delete options not relevant]** I am unhappy with the service which I have received from the University/ I am unhappy with the behaviour of a member of staff/ I believe I've been misinformed by the University/ I believe the University has acted against its own regulations by.../ Other **[Please describe]**

This is because **[Briefly and clearly explain what happened, including specific dates]**

# Complaint Template

I have tried to fix the problem by...

This did not help because...

I am still unhappy because...

I have evidence to support this, which is **[Screenshots, emails, ect]**

The outcome which I'm looking for is...

Thank you for your time.

Yours sincerely **[Add your name]**

# Get help with your complaint

Whether you want to discuss if your situation is suitable for submitting a complaint or you want someone to review your complaint, Your Students' Union Advice Service have specially trained advisors who can help you understand and complete the process.

No matter what kind of question you have or what support you may need, the best thing to do is to ask us directly to see if we can help you. You can do this by completing our online enquiry form at [yoursu.org/advice/getadvice](https://yoursu.org/advice/getadvice).