

# STUDENT COMPLAINT REVIEW FORM

## Student Complaint Review Form - Stage 3

Dublin City University (DCU) commits to providing students with a positive and excellent university experience and a professional standard of service. Additionally, DCU continuously seeks to improve the student experience, and students should feel comfortable raising their concerns and seeking a resolution to any complaint. We acknowledge from time to time that DCU units/staff members may not meet the expected standards, and students may wish to raise concerns. The University will process the issues raised by a student in accordance with the general principles of natural justice and fair procedures. **Please read the *Student Complaint Policy and Procedures* in conjunction with this form.**

### DETAILS OF STAGE 3 COMPLAINT (COMPLETED BY COMPLAINANT)

Date:	
Details of Complaint	<b>Submit copy of original complaint and any supporting documents. Use the checklist below and submit relevant documents.</b>  Initial Complaint (Stage 1) <input type="checkbox"/>  Initial Response <input type="checkbox"/>  Stage 2 Complaint Form Completed <input type="checkbox"/>  Formal Response from Head of Unit/School <input type="checkbox"/>
Outline what action was taken in Stage 2	<b>Outline what parts of the complaint remain unresolved from Stage 2 of the complaint procedures.</b>

What resolution do you wish to see happening in relation to this complaint?	

**OFFICE USE ONLY (COMPLETED BY MANAGER/DIRECTOR/DEAN)**

Case Number	
Name of Recipient of Complaint	
Date of Report	
Action Agreed	<b>Note details below of all actions agreed and steps being taken.</b>

## DEFINITIONS

### Complaint

*"A complaint is an expression of dissatisfaction by one or more DCU students about a DCU staff member or unit's action or lack of action, or about the standard of service provided by or on behalf of a DCU staff member/unit".*

### FURTHER INFORMATION

#### DCU Student Support and Development

<https://www.dcu.ie/sal> Tel: 01 700 7165 / [student.support@dcu.ie](mailto:student.support@dcu.ie)

#### Student Policy and Procedures Contact:

Deirdre Moloney, Student Policy Officer, [deirdre.moloney@dcu.ie](mailto:deirdre.moloney@dcu.ie) / Tel: 01 700 6157