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| --- | --- |
| **STUDENT COMPLAINT**  **FORM** | **Yellow letters on a black background  Description automatically generated** |

**Student Complaint Form – Stage 2**

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 want 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.**

# contact details (completed by complainant)

|  |  |
| --- | --- |
| Name |  |
| Student Number |  |
| Programme of Study |  |
| Email Address |  |
| Phone Number |  |
| Date of Report |  |

# details of complaint(s) (completed by complainant)

|  |  |
| --- | --- |
| Date of Complaint(s) |  |
| Time(s) of Occurrence |  |
| Location of Complaint(s) |  |
| What would you like to report? | **Outline in as much detail as possible what was said or done and the impact on you. Includes dates, details of events, etc. (Use an additional page if necessary)** |
| Outline what action you have taken in Stage 1 | **Outline what efforts you have made to resolve the complaint at a local level in Stage 1. Provide evidence of any response from a member of staff.** |
| What evidence or witnesses (if any\*) do you have regarding the above complaint?  **\*It may not be possible to provide evidence in all reports. This should not stop you from making a complaint.** | **Outline types and details of any evidence/witnesses.** |

# For Office use only (completed by head of unit/school)

# witnesses

|  |  |
| --- | --- |
| Name |  |
| Email |  |
| Are they willing to assist with the report | YES ☐ NO ☐ Do Not Know ☐ |

# case report

|  |  |
| --- | --- |
| Case Number |  |
| Name of Recipient of Complaint |  |
| Date of Report |  |
| Action Agreed | **Note details below of all actions agreed and steps being taken.** |

# 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