

**UCP-COM002**

**CE1 FORM**

**Formal Stage 1 Complaints Form**

**for UCP Visitors, Customers and Other Stakeholders**

**Before completing this form, you should read our UCP-COM002 Higher Education Visitors, Customers and Stakeholders Complaints Policy from our website** [**www.ucp.ac.uk/policies**](http://www.ucp.ac.uk/policies)

The purpose of this procedure is to describe the process by which any complaint or dissatisfaction expressed to, and about, University Centre Peterborough (UCP) is resolved. UCP aims to provide a quality service which meets the highest expectations of its staff.

Prior to making a formal complaint by completing and submitting this form you must have tried to resolve the issue informally and you will be required to enter the details of this attempt on this form.

**1. YOUR DETAILS**

Title ……….. Forenames ………………..…… Surname ………………………………

Correspondence Address .……………………………………………………………………….

……………………………………………………………………Postcode …………….………..

Daytime Tel ………………………… Mobile Tel ….………………………………..…….

Email address …………………………………………………………………………………….

Date of submission of this form ……………….

**2. DETAILS OF THE COMPLAINT**

**Please provide clear and concise details of the complaint below.**

**What would you like as an outcome?**

**3. DETAILS OF ATTEMPTS TO RESOLVE THE COMPLAINT INFORMALLY Please provide details of your attempt(s) to resolve your complaint informally.**

Who did you discuss the complaint with?.......................................................................................

……………………………………………………………………………………………………………….

Post title *(if appropriate)*………………………………………………………………………….

Faculty/Service *(if appropriate)……………………………………Date discussed……………………*

**What was the outcome and why are you still dissatisfied?**

**4. DECLARATION AND SIGNATURE**

I confirm that the information provided on this form is true and correct and in submitting this form I consent for the information provided in this form to be used as detailed below and I understand that UCP;

* will not accept formal complaints from third parties or anonymous sources;
* will deal with any complaint that it believes to be malicious and unfounded;
* will hold some elements of the information I have provided on an electronic database;
* may need to share the information I have provided with other persons or organisations as part of any investigation to resolve my complaint.

Signed ………………………………………………

Date …………………………………………………

We would welcome your feedback in relation to the Complaints procedure. If you would like to make any suggestions/comments once the procedure has been completed, please submit these to: The Academic Office, University Centre Peterborough, Park Crescent, Peterborough, PE1 4DZ or ucpacademicoffice@peterborough.ac.uk

**You should keep a copy of your submission.**

***For Office use only:***

Date complaint received……………………………………….

# Office reference…………………………………………………