

**UCP-COM001**

**CE2 FORM**

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**Formal Stage 2 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. You must have pursued your case via Stage 1 CE1 prior to completing and submitting this CE2 Form.**

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.

**HAVING BEEN UNABLE TO RESOLVE THE COMPLAINT AT CE1 STAGE 1, I REQUEST THAT THIS MATTER BE REFERRED TO CE2 STAGE 2 OF THE CUSTMER COMPLAINTS PROCEDURE.**

**1. YOUR DETAILS**

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

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

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

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

Date of submission of this form…………………… Date of CE1 submission………………

**2. DETAILS OF THE COMPLAINT**

**(including in particular why you feel the complaint had not been resolved at Stage 1 of the Complaints process)**

**3. 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 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

**Once completed, please return this form by email to** UCP.AcademicOffice@peterborough.ac.uk **or please send this form to the Academic Office, UCP007, University Centre Peterborough, Park Crescent Peterborough, PE1 4DZ**

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

**If you have any additional documents, which you are unable to send via email, please send these, together with a copy of this form to the Academic Office, as above.**

***For Office use only:***

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

Office reference…………………………………………………………