**COMPLAINTS PROFORMA**

This form should be used to submit a formal complaint. It is designed to assist you in compiling a concise written account of the nature of the complaint you have and what you would like the outcome of your complaint to be. If you feel completing the form may be difficult you should seek advice and help from your personal academic tutor, college student support staff and HISA student representative.

It is easier for us to address complaints if you make them quickly and directly to the service or academic partner concerned. We advise contacting a member of our staff within the department or academic partner you are complaining about. Then they can try to resolve the issue.

You should try to be objective and think carefully about the nature of the complaint and an acceptable resolution before completing the form.

**YOUR CONTACT DETAILS**

|  |  |
| --- | --- |
| **Name:** |  |
| **Student reference no:** |  |  |  |  |  |  |  |  |  |
| **Academic Partner:** |  |
| **Course name:** |  |
| **Contact address:** |  |
| **Email address:** |  |
| **Telephone number:**  |  |

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| **1. Please describe the nature of your complaint:** |
|  |
| **2. What do you feel would be an acceptable resolution to your complaint:** |
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| **3. List any documentary evidence below to support your complaint and attach copies to the form. Keep any original documents safe and secure.** |
|  |
|  |
| **4. Please use this box for any further comments you may have:** |
|  |
|  |
| **Signed:** |  | **Date:** |  |

Formal complaints should be sent to the quality manager at your college, or directly to the university, either by post or email.

**UHI Complaints Team,** UHI House, Old Perth Road, Inverness, IV2 3JH

Email: complaints@uhi.ac.uk