**Stage 2 Complaint Guidance**

To be submitted following attempted local informal resolution of the matters raised, i.e. a Stage One Complaint. Please note that we can only accept a Student Complaint Form which is signed by the student who is complaining and/or where it has been submitted via their King’s College London email account.

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| Important Information |
| It is essential that you consult the [G31 Student Complaints Regulation](https://www.kcl.ac.uk/campuslife/acservices/Academic-Regulations/assets-19-20/g31.pdf) before completing this form, as it contains important information about how the College will handle your complaint and the relevant timescales. There are 3 stages under the Procedure: Stage 1 – Local Informal Resolution, Stage 2 – Formal Investigation, and Stage 3 – Appeal.  This form should be used for making a Stage 2 complaint and should be submitted to Student Conduct & Appeals via email: [appeals@kcl.ac.uk](mailto:appeals@kcl.ac.uk)  Please note that for reasons of fairness, the College is unable to consider anonymous complaints. If your complaint names another member of the College, they will normally have the right to know the complaint made about them in order to respond. |

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| Sources of Advice and Guidance |
| KCLSU Advice provides free, independent and confidential advice and support with the appeals procedure, including discussing circumstances, completing forms, and assisting with understanding the process  Website: [kclsu.org/advice](https://www.kclsu.org/advice/)  Contact Form: [kclsu.org/adviceform](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.kclsu.org%2Fadviceform%2F&data=01%7C01%7Ckate.harvey%40kcl.ac.uk%7Cde63bbb83c4e4133061a08d5d06dc680%7C8370cf1416f34c16b83c724071654356%7C0&sdata=nxLqkvZsu5SQ%2FTCYy80znpL878A8%2BsBXiTiWcFhng2g%3D&reserved=0)  Telephone: 020 7848 1588  Student Conduct & Appeals provides advice on matters concerning university regulations  8th Floor, James Clerk Maxwell Building, 57 Waterloo Road, London, SE1 8WA  Webpage: [kcl.ac.uk/appeals](http://www.kcl.ac.uk/appeals)  Email: [appeals@kcl.ac.uk](mailto:appeals@kcl.ac.uk)  Telephone: 020 7848 3989  Student Services  Webpage: [self-service.kcl.ac.uk](https://self-service.kcl.ac.uk/)  Telephone: 0207 848 1234  Counselling Service  Webpage: [kcl.ac.uk/counselling](http://www.kcl.ac.uk/counselling)  Chaplaincy  Webpage: [kcl.ac.uk/chaplaincy](http://www.kcl.ac.uk/chaplaincy)  Disability Support  Webpage: [kcl.ac.uk/disability](http://www.kcl.ac.uk/disability)  Guidance on harassment, bullying and discrimination  Webpage: [kcl.ac.uk/aboutkings/governance/diversity/harassment/index.aspx](http://www.kcl.ac.uk/aboutkings/governance/diversity/harassment/index.aspx)  University Regulations  Website: [kcl.ac.uk/campuslife/acservices/Academic-Regulations/index.aspx](https://www.kcl.ac.uk/campuslife/acservices/Academic-Regulations/index.aspx)  You may also wish to consider contacting your Personal Tutor or Course Representative for support. |

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**Stage 2 Complaint Form**

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| 1. Your Details | |
| Full Name |  |
| Student Number (on your King’s ID card, NOT your K number) |  |
| Programme of Study |  |
| Department/Faculty |  |
| Year of Study | Undergraduate Postgraduate |
| Personal Tutor/Supervisor |  |
| Contact Address |  |
| KCL Email | @kcl.ac.uk |
| Alternative Email |  |

If you have supplied contact information which is different to the details currently held by the College please update your Student Record as soon as possible by following this link: [http://mykcl.kcl.ac.uk](http://mykcl.kcl.ac.uk/)

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| 1. Complaint Summary |
| Please summarise in no more than 100 words, the nature of your complaint. You will be asked to provide more detailed information later in this form, but this summary will enable us to understand the most important elements from your point of view. |

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| 1. Causing Factors |
| Please specify which factors you believe to be the cause of your complaint:  Service or facilities of the Faculty/College  Provision or delivery of programmes or parts of programme  Discrimination, harassment or bullying  Decision or action/perceived lack of action taken by a member of College staff  Other (please specify) |
| 1. Your Complaint |
| Please set out the main points of your complaint. If you need more space, continue on a separate sheet of paper, which should be securely attached to this form, and clearly marked with your name and student number. |

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| 1. Supporting Evidence |
| If you are submitting documentation with your appeal, please list below each piece of documentation you have attached to this form. If you are referring to publications or legislation, please include the specific sections, rather than attaching the entire document. Please note that submitting significant documentation may result in the nominated investigator requiring extra time to consider your complaint. |

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| 1. Previous Actions |
| Please briefly explain what steps you have taken to resolve your complaint and why you are dissatisfied with the conclusion of Stage One. |

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| 1. Desired Outcome |
| Please briefly explain what you would consider to be a satisfactory resolution to your complaint. |

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| 1. Declaration |
| I have read and understood the College’s G31 Student Complaints Regulation.  All information and documentation provided in/with this form is complete and represents an accurate and true reflection of the situation that led to my complaint. I understand that the submission of a falsified claim or documentation constitutes an offence under the G27 Misconduct Regulation and/or the G29 Fitness for Registration and Fitness to Practise Regulation.  I agree that my complaint may be disclosed to relevant members of the College to the extent necessary for any investigation, including any individuals who I have complained about or about whose services I have complained, and those set out in the G31 Student Complaints Procedure.  I authorise the investigating officer to consider this form and any relevant information held by the College to the extent necessary for the consideration of my complaint.  I give permission for the College to seek verification of the authenticity of any statements or evidence provided with this complaint.  If I choose to share this appeal/issues relating to this case in the media or on social media, I agree that I waive my rights to this information being kept confidential in so far as the College reserves the right to respond in an appropriate manner with due care and attention to any allegations which I make  Student signature:  Date: |