**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.ukPlease 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 processWebsite: [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: 0207 848 1588Student Conduct & Appeals provides advice on matters concerning university regulations8th Floor, James Clerk Maxwell Building, 57 Waterloo Road, London, SE1 8WAWebpage: [kcl.ac.uk/appeals](http://www.kcl.ac.uk/appeals)Email: appeals@kcl.ac.ukTelephone: 0207 848 3989King’s College NHS Health CentreWeb:  [kclnhshealthcentre.com](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.kclnhshealthcentre.com&data=01%7C01%7Cmilena.berganska%40kcl.ac.uk%7C170bfa5a53bb4622ff6b08d823311cb4%7C8370cf1416f34c16b83c724071654356%7C0&sdata=Kf%2BhPDqgz7gIkgqXBKC6AZh5Xh6LP1q581ubn0Ajxv0%3D&reserved=0) Telephone: 0207 848 2613Student Services\*Web: [self-service.kcl.ac.uk/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fself-service.kcl.ac.uk%2F&data=01%7C01%7Cmilena.berganska%40kcl.ac.uk%7C170bfa5a53bb4622ff6b08d823311cb4%7C8370cf1416f34c16b83c724071654356%7C0&sdata=lx2VhQ56tdXKXR0bMfay5n0YtkJE1StbyiOpgN6qI24%3D&reserved=0)                                Telephone: 0207 848 1234 \* Student Services provide access to the Disability Support Service, the Counselling & Mental Health Service, Fees, Funding and Money Advice, International Student Support and Housing & Accommodation Support as well as other services.Guidance on harassment, bullying and discriminationWebpage: [kcl.ac.uk/aboutkings/governance/diversity/harassment/index.aspx](http://www.kcl.ac.uk/aboutkings/governance/diversity/harassment/index.aspx)University RegulationsWebsite: [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
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| 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 |  |
| 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
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| 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
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| Please specify which factors you believe to be the cause of your complaint:Service or facilities of the Faculty/CollegeProvision or delivery of programmes or parts of programmeDiscrimination, harassment or bullyingDecision or action/perceived lack of action taken by a member of College staffOther (please specify) |
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| 1. Your Complaint
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| 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. Please note that the contents of this box will be shared with relevant parties to any investigation into your complaint. For the sake of clarity, where a complaint is made about a staff member that member of staff will be shown this information and where the complaint is about another student they will be shown this information. If you have sensitive information which relates to your personal circumstances and how you have been impacted which you do not wish to be shared with these parties, please complete box 5 below. |
| 1. Personal Circumstances and Impact on You
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| .Please use this box if you wish to provide information about your personal circumstances and the impact of any incidents on you but do not wish for this to be shared with any individuals named in the complaint. |

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| 1. Supporting Evidence
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| If you are submitting documentation with your complaint, 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. If any of this documentation contains personal or sensitive information which you have identified in Section 5 of this form, and which you do not wish to be shared with any individuals named in this complaint, please clearly state below that you do not wish for this documentation to be shared. |

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

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

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| 1. Declaration
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| 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 (other than Box 5 ‘Personal Circumstances and Impact on You’ which will not be shared with any individuals named in the complaint)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 complaint/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 makeStudent signature:Date: |