**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 [B6 Student Complaints Procedure](http://www.kcl.ac.uk/college/policyzone/assets/files/students/B6_Student_complaints_procedure_201516.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 the Student Conduct & Appeals Office 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 |
| Student Conduct & Appeals Office provides advice on matters concerning College regulations  8th Floor, James Clerk Maxwell Building, 57 Waterloo Road, London, SE1 8WA  Website: <http://www.kcl.ac.uk/appeals>  Email: [appeals@kcl.ac.uk](mailto:appeals@kcl.ac.uk)  Telephone: 0207 848 3989  KCLSU Advice Service provides free, independent and confidential advice and support with the complaints procedure, including discussing circumstances, completing forms, and assisting with understanding the process  Website: <https://www.kclsu.org/advice/>  Email: [advice@kclsu.org](mailto:advice@kclsu.org)  Telephone: 0207 848 1588  The Compass, Student Advice  Website: [www.kcl.ac.uk/thecompass](http://www.kcl.ac.uk/thecompass)  Counselling Service  Website: [www.kcl.ac.uk/counselling](http://www.kcl.ac.uk/counselling)  Chaplaincy  Website: [www.kcl.ac.uk/chaplaincy](http://www.kcl.ac.uk/chaplaincy)  Disability Advisory Service  Website: [www.kcl.ac.uk/disability](http://www.kcl.ac.uk/disability)  Guidance on harassment, bullying and discrimination  Website: <http://www.kcl.ac.uk/aboutkings/governance/diversity/harassment/index.aspx>  College Regulations  Website: [www.kcl.ac.uk/regulations](http://www.kcl.ac.uk/regulations)  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 |  |
| 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) |

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| 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 |
| Please list below each piece of documentary evidence you have submitted with this form. |

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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 B6 Student Complaint Procedure.  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 B3 Misconduct regulations and/or the B5 Fitness for registration and fitness to practise regulations.  I agree that my complaint may be disclosed to relevant members of the College to the extent necessary for any investigation.  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.  Student signature:  Date: |