**Formal Complaint Form**

Most complaints can be dealt with informally, however if a member wishes to raise a formal complaint they should do so by emailing the following form to the Union President (supresident@city.ac.uk), or, if the complaint relates to or concerns the President, by emailing one of the [Vice Presidents](https://www.citystudents.co.uk/student-voice/studentofficers/).

Further information can be found in [Bye-Law 13 Complaints and Disciplinary Procedures](https://www.citystudents.co.uk/about-us/govdocs/).

**Information about you:**

|  |  |  |  |
| --- | --- | --- | --- |
| Your Name: |  | Contact Tel: |  |
| Your Email: |  |
| Student Number: |  |

**About the complaint:**

Please provide all necessary information in the boxes below to help resolve your complaint and attach and documents or evidence you wish to be taken into consideration.

|  |
| --- |
| What and/or who is the complaint about? |
|  |
| What happened which led to you making this complaint? |
|  |
| What steps have you taken so far to deal with the complaint? |
|  |
| What steps do you think should be taken to deal with the complaint? |
|  |

**----------------------------------------------------------------------------------------------------------------**

**For Internal Use Only**

|  |  |
| --- | --- |
| Date Complaint Received: |  |
| Received By: |  |