

UNIVERSITY OF KENT

Request for Complaint Investigation

Information for all complainants

If you have a complaint about a matter which is the responsibility of the University, please complete the form below to enable us to investigate your complaint. Before doing so, please read the guidance at <https://www.kent.ac.uk/applicants/policies/appeals-and-complaints-policy-and-procedure.html>

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation is complete; please see section 3 of the form.

The complaint form and any supporting documents will be seen by the person investigating your complaint, and may be seen by anyone named in the complaint and by relevant staff in the department(s) being complained about.

Once completed, this form should be submitted by email to ems@kent.ac.uk or by post to:

Admissions Operation Manager
Admissions Office
The Registry
University of Kent
CT27NZ

1. Personal Details

First Name:	
Surname/family name:	
Address for correspondence:	
Email:	
Telephone:	
Programme of Study :	
Application number or UCAS/University ID No:	

2. Your Complaint

Please provide a summary of your complaint below (500 words max).

Who did you approach to resolve your complaint informally? What action, if any, was taken to remedy your complaint? *Please note that this information will be checked with the relevant Academic School or Department.*

Please provide a brief explanation of the issue(s) you consider to be unresolved (*300 words max*).

Please explain how you would like your complaint to be resolved? (*300 words max*).

If you are submitting a complaint more than six months from when you first became aware of the problem, please provide a brief explanation for the delay (*200 words max*).

3. Supporting documentation

Do you wish to submit any supporting documentation for consideration? Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete

Declaration

I declare that the information given on this Formal Complaints Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I agree to the University of Kent using my personal data to process the complaint, in accordance with the Data Protection Act. This may include securely sharing it with the Investigating Officer and/or the University's Insurance Officer.

Signature:

Date:

Please return the completed form to the Admissions Operations Manager by email to **ems@kent.ac.uk**. Your complaint form will be acknowledged within five working days.