



Student Complaints Procedure: Formal Complaint form

Use this form if:

- you are a student of Trinity Hall (the “College”) who has either: matriculated; or is on a course of study leading to the award of a degree, diploma or certificate of the University, or you are PDRA at the College;
- you are dissatisfied with the College’s action or lack of action, or the standard of service provided by or on behalf of the College during your time as a student or PDRA. This can include matters relating to academic provision, postgraduate supervision, College tuition, College facilities or the behaviour of College staff;
- the matter you wish to complain about has affected you.

You cannot use this form if you want to complain about:

- a breach of the College’s Rules of Behaviour – instead Report a Concern under the [Code of Discipline for Students and PDRA](#)s
- a University matter – instead use the [University complaints procedure](#) at;
- examination results - find the right form on [the University website](#).

Before completing this form you should:

- read the Student Complaints Procedure and the Policy for handling personal information (Appendix 1) available on [the College website](#);
- seek advice or support from a Tutor, the Senior Tutor, the Harassment and Discrimination Officer, or the [Student Advice Service](#)), or another source of advice/support;
- attempt to resolve your problem through informal discussion, by speaking or writing to the member of staff responsible for the service, action or behaviour being complained about, if this is appropriate. Where it is appropriate, you are expected to attempt Informal Resolution as soon as the matter occurs and ideally within one calendar month of the matter occurring.

Deadlines for making a complaint:

- complaints should be made within one calendar month of the matter arising, or within 30 days of the conclusion of Informal Resolution (explained above), where you think that Informal discussion is appropriate. Complaints made after these deadlines will be considered late;
- if you wish the College to consider a late complaint then you will need to include a valid reason and evidence for lateness in addition to your complaint. You will then be informed either that your reason for lateness has been considered valid or that your complaint is out of time.

Things to remember when submitting a complaint:

- complete all sections of the form and include all evidence you wish to be considered by the College;
- submit all documents to StudentComplaints@trinhall.cam.ac.uk;
- you will receive a response, by email, within 7 days confirming what action will be taken;
- if you are unsure or have any questions about the procedure you can contact the Compliance Officer at StudentComplaints@trinhall.cam.ac.uk.



1. Complete your personal details

Surname/Family name:		Title:	
First/Given name(s):			
Email/CRSid:			
Degree/Course of study:			
Start date of course:		Year of study:	
Tutor:			

2. Do you have a disability and require reasonable adjustments to be made to this process/decision-making or correspondence to be sent to an authorised representative because of any disability? (If yes, please provide details of the adjustments or authorised representative and evidence of your disability so that the College can consider these.)

3. If your complaint is about a matter that took place over one calendar month ago, or it has been 30 days since Informal Resolution was attempted, please confirm your reason for lateness (you need to include evidence of your reason).

4. Please state the College department(s) or person(s) who are the subject of the complaint.

5. Please state clearly and concisely the nature and key points of your complaint. Describe what has happened to give rise to the complaint; include key events, dates and other details.



6. Please state what action has been taken to try to resolve the complaint through Informal Resolution (under Stage 1 of the Procedure) and why it has not worked / been resolved to date, or explain the reasons why Informal Resolution is inappropriate. Give details with dates and provide copies of relevant information / documentation.

7. Please provide a list of all items of evidence that you have submitted to be considered as part of the complaint, including any witness statements. The evidence that you supply must be complete, relevant and proportionate.

Evidence	Author of evidence	Date of evidence	Relevance of evidence and proportionality

8. Please state what outcome you are hoping to obtain following your complaint

**10. Statement by Student (please tick to indicate your agreement with each statement):**

I have read and understood the Student Complaints Procedure	
I agree to the College handling my complaint and personal information in accordance with the Policy on the use of personal information under the Student Complaints Procedure. This will include sharing a copy of my complaint with those involved in the complaint (including College Officers, staff and students), so that they can respond to all aspects of my complaint.	
I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the Student Complaints Procedure .	
I agree that the College may inform my Tutor or Postgraduate Tutor that: <ul style="list-style-type: none">– I have initiated a complaint; and– the outcome and reasons for the outcome of the complaint. <i>(Consent should not be unreasonably withheld)</i>	
I understand that I should inform you immediately if any part of my complaint is being dealt with by the Police and/or in a Court or Tribunal, or any other body.	
I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge. I also understand the implications for my future personal life and career, should the information I provide be untrue, incorrect and incomplete as the College both reserves the right to invoke Disciplinary proceedings in respect of this and also the College may have to take this into account when providing references and/or liaising/dealing with professional bodies/regulators.	
Signed: Dated:	

Submit this form and all evidence to
studentcomplaints@trinhall.cam.ac.uk

*You will receive a formal acknowledgement of your complaint
normally within 7 days*