

School of Information Risk Management (SIRM)

Student Complaint Form

V2
Jan 2021

STUDENT COMPLAINT FORM

This form should be used by an applicant, student, or recent graduate, to express dissatisfaction about SIRM's action or lack of action, or about the standard of service provided by the institution within one month of an unsuccessful Stage 1 resolution attempt. The Stage 1 Local Resolution Form should accompany this complaint form.

Please refer to the Complaints Procedure prior to completing this form to ensure you are lodging under the correct procedure (i.e. there is a different procedure for appeals, extenuation, disciplinary, suitability, fitness to study etc)

If you need assistance or advice from the Student's support body, you can contact them by email at studentadvice@sirm.ac.uk or by telephone on 020 7078 7029 to make an appointment - however the deadlines within this policy must be adhered to.

Supporting documents should be provided to evidence your claims; organised chronologically on a cover-page, in an easy-to-understand format, with titles, describing how each piece of evidence supports points raised in your complaint. Documents should be attached in a .zip file within a single email, where more than one piece of evidence is being provided. Disorganised evidence may be returned for clarification and this will cause a delay.

You should receive an acknowledgement email within one week.

SECTION 2 – YOUR COMPLAINT

1. Name of the Service Area or Programme you are complaining about
2. Have you attached the Stage 1 Local Resolution Form? Note: if you have not attempted Stage 1 Local Resolution, please refer back to the Service Area or Programme team lead named in your compliant and compete Stage 1 before proceeding any further. The form can be found at SIRM Complaints and Appeals. www.sirm.ac.uk
Yes or No
3. Name of the staff member you referred to at Stage 1?
4. Date of the meeting / conversation
5. Grounds for complaint Note: Clearly describe your complaint here. Bullet points may be useful. Please order your complaint chronologically and reference each point with evidence.
6. Evidence to support your complaint

<p>Note: Please list the documented evidence you have to substantiate your complaint; i.e. handbooks, emails, medical evidence, support plans etc</p>		
Date	Title of evidence	Which point it relates to
<p>7. Why was the resolution or actions proposed in Stage 1 inadequate?</p>		
<p> </p>		
<p>8. How would you like to see your complaint resolved? You should include everything you expect to resolve the matter including practical remedies, support, and any other outcome you are seeking</p>		
<p> </p>		
<p>9. Time limits Stage 2. Complaints should be raised within one month of any Stage 1 outcome. If a Stage 1 resolution has not been attempted, please tell us why you are seeking to progress to Stage 2 directly</p>		
<p> </p>		
<p>10. Declaration Please sign and date this form</p>		
Signature:		
Date:		

Student Complaint Form

Support Contacts

Student Body

studentadvice@sirm.ac.uk

Please return the completed form to:

The School of Information Risk Management
Complaints and Appeals Office
Compliance Department
Ilford Chamber, 4th Floor
11 Chapel Road, Ilford
IG1 2DR, UK
Or complaints@sirm.ac.uk