Manchester Metropolitan University 

Formal Complaint Form

The University’s Student Complaints Procedure can be accessed [here](http://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/complaints.pdf)

Frequently asked Questions relating to student complaints can be accessed [here](https://www2.mmu.ac.uk/student-case-management/guidance-for-students/student-complaints-procedure/)

**If you’re thinking of making a complaint you can contact the** [**Student’s Union Advice Centre**](http://www.theunionmmu.org/your-advice-centre/) **for help and advice.** Their contact details are:

Tel: 0161 247 6533

Email: [s.u.advice@mmu.ac.uk](mailto:s.u.advice@mmu.ac.uk)

This form, along with all necessary documentary evidence, should be sent to: [complaintsappeals@mmu.ac.uk](mailto:complaintsappeals@mmu.ac.uk).

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| **1. Personal Details** |

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| --- | --- | --- | --- | --- |
| Mr / Ms | Name: | | | MMU ID: |
| Course: | | | | |
| Correspondence address: | | | | |
|  | | | Post Code | |
| Contact Tel No: | | Preferred email address: | | |

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| **2. Disability, Specific Learning Difficulties or Long-term Health Conditions** |
| Are you Disabled or do you have a Specific Learning Difficulty (such as Dyslexia) or a long-term health condition that you believe is relevant to your complaint? *(Please select one of options):*  No, I do not – *Proceed to section 3*  Yes - *Please give further details below:* |

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| **3. Background** |
| Have you already taken any action or spoken to anyone in an attempt to resolve this matter? |
| If yes, please give details, including the outcome:  *(Please attach any relevant correspondence)* |

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| **4. Details of your complaint**  The following sections will ask for details of your complaint. Please try to be as specific as possible. |
| Please explain the nature of your complaint, including details of incidents or events if appropriate: |
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| What was the effect of this? |
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| Please indicate what outcome or action you are seeking as a result of raising this complaint? |
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| **5. Evidence**  Any evidence you want considered should be submitted with this complaint form. |
| What evidence have you submitted with your complaint? |
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| **6. Important Information - Please Read Before Submitting** |
| Date Form Completed: \_\_\_\_\_\_\_\_\_\_\_\_  By submitting this form you agree to the following:  **1 - Privacy Notice**  The Manchester Metropolitan University (‘the University’) is the Data Controller in respect of the personal data you provide via this form. The University is registered as a Data Controller with the Information Commissioner’s Office (ICO), and manages personal data in accordance with the General Data Protection Regulation (GDPR) and the University’s Data Protection Policy. The University will use the data in order to investigate your complaint. The content of your complaint will be shared with relevant University staff and students as appropriate to facilitate this investigation.  Your complaint data will be retained by the University until the conclusion of your complaint plus six years. The data will be stored securely by the University, and will not be shared with any third parties; the exception being if you refer a complaint to the [Office of the Independent Adjudicator](http://www.oiahe.org.uk/), there may be a need to share personal data with them in order to respond accordingly.  If you have any queries about this privacy notice or the processing of your personal data in managing the complaint process please contact the Central Student Case Management team: E-mail: [complaintsappeals@mmu.ac.uk](mailto:complaintsappeals@mmu.ac.uk), Tel: 0161 270 1095.  For further information about the processing of your personal data by the University and your data subject rights please see the [Student Privacy Notice](https://www2.mmu.ac.uk/legal/#privacy).   1. **- False Claims**   You also need to be aware that making any false claims is a serious matter, which may have serious consequences under the University’s Student Code of Conduct. Please ensure that the information you have given in this complaint form is a true statement of facts. |