



**UNIVERSITY  
OF HULL**

## **Complaints to the University Complaints Investigation Officer by students on collaborative programmes**

### **Complaint Application and Monitoring Form (Collaborative provision)**

**A complaint must be made within 15 working days of being informed in writing of the outcome of your complaint by the college or within 15 working days of the expiry of any published deadline for action by the college (e.g. if the college has promised a response but not provided it).**

This form is designed to obtain confirmation of your details to enable us to investigate your complaint and provide annual monitoring information to the University (your identity will not be disclosed through such monitoring information).

Your complaint will be investigated based on documentation provided by you and by the college, and will not involve face to face meetings or hearings. However, you will be provided with the opportunity to comment on any evidence provided by the college in response to your complaint. Following the investigation a draft decision will be issued to you and the college so that both can comment on any material inaccuracies.

This form has been designed to be completed electronically (boxes will expand as required). If you are unable to complete it electronically and need more space attach additional information to the form.

**A copy of the University's Complaints Regulations is available at:**  
<http://www2.hull.ac.uk/student/studenthandbook/regulations/complaints.aspx>

**This form is available in alternative formats on request  
from the University Complaints Investigation Officer**

**Complaints to the University Complaints Investigation Officer  
by students on collaborative programmes**

**Complaint Application and Monitoring Form  
(Collaborative provision)**

1	<b>Full Name of Complainant</b>	
2	College Student Number	
3	Programme of Study/Year of Study	
4	Level of study (undergraduate/postgraduate)	
5	Mode of study (full/part time/other)	

**Contact information for the purposes of the complaint**

(Only give telephone and email details if you are willing for us to use them for the purposes of contacting you in relation to the complaint)

6	Correspondence address (including postcode)	
7	Telephone	
8	Email	

**A complaint will only be considered by the University Complaints Investigation Officer if it has first been made in writing and investigated by the college at which you are studying.**

9	College complained against	
10	Date complaint made in writing to the college <i>(attach copy of original complaint)</i>	
11	Date of college's resolution of complaint <i>(A copy of this resolution must be attached)</i>	
12	Concise statement of why you believe the college has not applied its complaint procedures correctly <i>(attach fuller details if necessary)</i>	

### **Disability**

If you have a disability and require assistance in making your complaint, please indicate below the nature of any assistance ('reasonable adjustment') required

14	Disability - summary of reasonable adjustment required	
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### **Declaration**

**I confirm that:**

- **the information provided in/with my complaint is true to the best of my knowledge**
- **I am aware that a copy of this complaint and supporting information will be provided to the college complained against**
- **relevant information held by the college relating to my studies may be disclosed to the University for the purposes of investigating this complaint.**

<b>Signature</b>	
<b>Date</b>	

**THIS FORM, INCLUDING THE ATTACHED MONITORING SHEET, SHOULD BE EMAILED TO: [studentcomplaints@hull.ac.uk](mailto:studentcomplaints@hull.ac.uk)**

**If you are unable to send the form electronically, it can be posted to:**

**University Complaints Investigation Officer  
Solicitors Office  
Venn Building  
The University Of Hull  
HU6 7RX**

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**For Office use only**

a	Date received	
b	Date copied to Principal of Partner Institution	
c	If Disability, date copied to DLO	
d	Complainant sent copy of Regulations	

## Monitoring information

Please complete the following information. This will be used for monitoring purposes only and will be kept separate from the information relating to your complaint. Your identity will not be disclosed in any monitoring reports produced by the University.

### Gender

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### Ethnic Group

Please indicate one

White - British	
White - Irish	
Any other white background (please specify)	
Mixed - White and Black Caribbean	
Mixed - White and Asian	
Mixed - White and Black African	
Mixed - Any other Mixed background (please specify)	
Asian or Asian British - Indian	
Asian or Asian British - Pakistani	
Asian or Asian British - Bangladeshi	
Any other Asian background (please specify)	
Black or Black British - Caribbean	
Black or Black British - African	
Black or Black British - any other Black background (please specify)	
Chinese	
Any other ethnic group not covered above (please specify)	

### Disability

If you have one or more disabilities please provide the information below:

Autistic Spectrum Disorder or Asperger's Syndrome	
Deaf or hard of hearing	

Learning difficulties e.g. dyslexia, dyspraxia	
Mental health difficulties	
Blind or partially sighted	
Wheelchair/mobility difficulties	
Other - please specify	

*The above categories are based on the monitoring questionnaire used by the Office of the Independent Adjudicator for Higher Education*