

STUDENT COMPLAINT FORM

This form should be used by students who wish to pursue a complaint at Stage 2 (Formal Complaint to the Complaints Officer). Students may also find it helpful to use the form for Stage 1 (Informal Complaint).

Name (in capital letters):	
Contact Address:	Course and Current Modules:
Student Number:	
Email address:	
Contact telephone number:	
Please indicate Stage of Complaint: (please tick)	
Stage 1	
Stage 2	

Please outline below the substance of your complaint:

Please describe how you have pursued your complaint to date and how you envisage your complaint might be resolved:

Signature: Date:

If used at Stage 1 of the process (optional – for informal complaint), the completed form to be passed to the relevant person at the point of complaint.

If used at Stage 2 of the process (formal complaint to Complaints Officer), the completed form should be passed to Helen Edwards, Complaints Officer, The College of Estate Management, Whiteknights, Reading, Berkshire RG6 6AW.