

STAGE 1 COMPLAINT FORM: Frontline response

PLEASE READ THE INFORMATION BELOW BEFORE COMPLETING THIS FORM

The completion and submission of this form initiates the University Complaints procedure at Stage 1. **This is the appropriate stage when the matter is straightforward and it is envisaged that quick resolution can be achieved.**

Stage 1 complaints may be raised in person at any of our offices or to any member of staff, or by writing/emailing the University Complaints Office directly (complaints@hw.ac.uk). The completed form and all relevant supporting evidence should be submitted to the University Complaints Office (complaints@hw.ac.uk).

In completing the form, please use the sections below to clearly state your complaint, focussing on the specific matters of the complaint you are raising. You are required to submit any relevant supporting documentation.

PART 1: PERSONAL DETAILS

Name:			
Postal address for correspondence:			
Mobile telephone no:		Alternative telephone no: (if preferred for contact)	
Email address:			

If you are a student of Heriot-Watt University, please also provide the following:

ID number:	
Programme of study:	
School/Institute:	
Year of study:	
Location to which complaint refers: (e.g. Campus, at an Approved Learning Partner or Independent Learner)	

PART 2: SUBSTANCE OF YOUR COMPLAINT

Complaint Details (500 words maximum). This will help focus the investigation into your complaint. Please set out the main reasons for raising the complaint. You should make sure that you include all information that is relevant.	
The Scottish Public Service Ombudsman has set a time limit of six months for a complaint to be raised with an Institution, starting from the point at which the complainant first became aware of the issue, unless there are special circumstances for requesting an extension beyond this time limit. I confirm that this complaint is being lodged within the six-month deadline as set by the Scottish Public Service Ombudsman.	YES ☐ NO ☐
If the complaint is being submitted after the six-month time limit has elapsed, please provide an acceptable rationale for why the University should now consider your complaint.	
Provide Details of Supporting Documentation Submitted with the Complaint Any supporting documentation should be submitted in English or with a certified translation. Use the box below to list any supporting documentation you are submitting as part of your complaint. Please note that additional documentation may be requested by the University to assist with consideration of the complaint and that the complaint cannot be considered until the information requested has been provided.	
Outcome of Your Complaint Please outline below what outcome you are seeking from the University as a result of your complaint.	

PART 3: DECLARATION

I confirm that I am (please tick relevant box below): The complainant ☐ An individual acting on behalf of the complainant with respect to the complaint ☐ Specify relationship with the complainant: (Please also note that the University must have received written authorisation from the complainant that you may act on their behalf in this matter)	
The information given in this form and any additional documentation provided is confirmed by the complainant as being true, accurate and correct. The complainant also confirms that they understand that their personal data may be processed by such University staff as may be necessary for the purpose of consideration of the complaint (please tick) ☐	
Supporting documentation has been included (where relevant) (please tick) ☐	
The complainant is fully aware of the University Complaints Handling Procedure (please tick) ☐	
Signature of Individual completing the form (If you are unable to submit an electronic image of your signature, please type your name. The University will consider the receipt of this form electronically, direct from you, as being equivalent to a signature)	
Name in full:	
Signature of complainant (if different)	
Date:	

This form can be provided in other formats (such as large print, audio and Braille) by contacting complaints@hw.ac.uk.