**ETON UNIVERSITY FORMAL COMPLAINT/APPEAL FORM**

This form is to be used by Eton University students who want to appeal a certain decision or have a Formal Complaint and have been unable to resolve this through the informal complaint process as per the Student Appeal and Complaints Policy. Please read the policy and its procedures carefully before completing this form.

Please ensure you complete all requested information detailed in this form. This will enable University staff to address your Complaint/Appeal in a timely manner. Failure to provide the requested information may result in a delay in processing your Complaint/Appeal. Additionally, failure to provide enough information supported by evidence can result in dismissal of a complaint/appeal.

**SECTION 1: PERSONAL DETAILS**

First Name: 

Last Name: 

Program:

**SECTION 2: DATE AND TIME OF THE OCCURRENCE**

Indicate when the matters you are complaining about occurred, or for appeals, the date you were notified of the relevant decision.



**SECTION 3: TYPE OF COMPLAINT/APPEAL**

1) ACADEMIC

complaint appeal 



The Complaint/Appeal is related to the following course/module:

 Assessment

 Course Content

 Student Academic Progress

 Quality of Course Delivery

 Other (please specify) 

Set out the key points of your complaint or appeal. For complaints: a brief description and summary of what you think was done wrong, a summary of evidence which supports your argument. For appeals: why you consider that the decision in question is incorrect and summary of evidence which supports your argument. Moreover, state the outcome you are seeking.

|  |
| --- |

2) Non-Academic

Complaint Appeal 

 Operations/ Administration

 Financial matters

 Verbal abuse

 Discrimination and or harassment

 Other (please specify)



Set out the key points of your complaint or appeal. For complaints: a brief description and summary of what you think was done wrong, a summary of evidence which supports your argument. For appeals: why you consider that the decision in question is incorrect and summary of evidence which supports your argument. Moreover, state the outcome you are seeking.

|  |
| --- |

**SECTION 4: SUPPORTING DOCUMENTATION**

Please select the type of supporting documentation that you have attached to this application.

 Copies of emails/letters/messages

 Video recordings/images

 Other (please specify and attach documentation) 



**SECTION 5: DECLARATION**

 I declare that to the best of my knowledge, the information I have supplied on this form is true and 

 correct.

 I have read and understood the Student Appeals and Complaints Policy

 I have attempted to resolve this matterinformally and have attached the Informal Discussions 

 sheet to this application (optional).

Student Signature Date

