

|  |
| --- |
| **ACADEMIC COMPLAINTS FORM****(Stage One)** Taught Programmes and Research Degrees |

You should complete this form if you want formally to raise concerns about academic matters not relating to academic results. We will take your concerns seriously and our procedure is designed to enable the circumstances to be considered fully and action taken to remedy the situation, where appropriate.

Please read the guidance on the Learning and Teaching Service website at:

<https://www.uea.ac.uk/learningandteaching/students/appealsandcomplaints>

Before raising a formal Stage One Academic Complaint, please consider the following:

1. Have you tried to seek an informal resolution for your concerns? Informal explorations of ways in which your complaint can be resolved, will not prejudice the consideration of a subsequent formal submission. You may wish to speak to your lecturer, adviser or supervisor about your concerns. Additional support and advice is available from the Dean of Students’ Office or the Student Union Advice Centre.
2. You may submit a formal Academic Complaint about any aspect of your academic experience about which you are dissatisfied, with the exception of the following list. If your concerns relate to one of the following, you may submit an Academic Complaint only if you are not seeking to change the academic outcome:
3. A degree result
4. Confirmed marks
5. Failure to be transferred to a PhD from an MPhil or to an EdD from a Med
6. Required withdrawal from a course
7. A verdict of plagiarism and/or collusion
8. A penalty applied in respect of plagiarism and/or collusion
9. A refusal to permit the late submission of work for assessment or to approve a delayed first sit
10. If your concerns relate to one of the above and you are seeking to change the academic outcome, you should submit a Stage One Academic Appeal, with the exception of v) for which you should submit a Stage Two Academic Appeal.
11. Your complaint will be upheld where any of the following are found:
12. Correct procedures were not followed
13. You experienced prejudice and/or bias
14. Significant changes were made to a course without being properly communicated and/or were not properly taken into account
15. The teaching, supervision or research training provided was insufficient
16. Natural justice dictates that the complaint be upheld
17. The learning support provided was unsatisfactory or inappropriate

If you have considered the above points and wish to proceed with the Complaint, please complete the form below and submit to your LTS Hub/PGR Office no later than 10 working days after the date on which the attempt to resolve matters informally was concluded, ie the date of the last communication to you regarding the outcome of the informal stage. If you have difficulty in meeting this deadline, please notify your LTS Hub/PGR Office immediately.

For more information on how we use your information, please see:

<https://www.uea.ac.uk/about/legalstatements/data-protection-for-webforms>

**Please ensure that your Academic Complaint form and all supporting evidence are placed in an envelope clearly marked with your family name and School of Study and mark the envelope ‘Stage One Academic Complaint’.**

|  |  |  |  |
| --- | --- | --- | --- |
| SECTION A – YOUR PERSONAL DETAILS | | | |
| Full Name |  | | |
| Registration Number |  | | |
| Semester Address |  | | |
|  |  | | |
|  |  | Post Code |  |
| Email |  | Mobile |  |
| Telephone |  | | |
| Home Address |  | | |
|  |  | | |
|  |  | Post Code |  |
| Telephone |  | | |
| SECTION B – YOUR COURSE DETAILS | | | |
| School of Study | |  | |
| Course | |  | |
| Year of Study | |  | |
| Full-time or Part-time | |  | |
| UG, PGT or PGR | |  | |
| Name of Course/Programme Director  *(applicable to students on taught programmes only)* | |  | |
| Name of Adviser or Supervisor | |  | |
| **SECTION C – YOUR COMPLAINT** | | | |
| **WHAT DO YOUR CONCERNS RELATE TO?**  (e.g. Library resources, teaching, classrooms, the information you have been given, supervision, research training) | | | |
|  | | | |
| **WHAT IS YOUR COMPLAINT?**  (Please explain why you are dissatisfied with the above aspect of your programme of study or its associated facilities.) | | | |
|  | | | |
| **HOW WOULD YOU LIKE YOUR CONCERNS TO BE ADDRESSED?** | | | |
|  | | | |
| **Please list below any documentation you are submitting as supporting evidence:** | | | |
| SECTION D – DECLARATION | | | |
| I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. | | | |
| Signed |  | | |
| Date |  | | |
| **SECTION E – FOR LTS/PGR USE ONLY** | | | |
| Date received |  | Date student acknowledgement sent |  |
| Date of FACP | |  | |