**COMPLAINTS FORM**

It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff within the department or academic partner you are complaining about. Then they can try to resolve the issue.

You can complain in person, by phone, in writing, by email, or by completing this complaints form.

This form should be used to submit a formal complaint. It is designed to assist you in compiling a concise written account of the nature of the complaint you have and what you would like the outcome of your complaint to be. If you feel completing the form may be difficult you should seek advice and help from your personal academic tutor, college student support staff, and HISA student representative.

You should try to be objective and think carefully about the nature of the complaint and an acceptable resolution before completing the form. Please also read our **Guide for Complainants** and our [Unreasonable Complainant Behaviour policy](https://www.uhi.ac.uk/en/students/support/complaints/unreasonable-complainant-behaviour-policy/) before submitting this form.

The contact details of our academic partners are available at the bottom of our website at [Our centres - UHI Argyll](https://www.argyll.uhi.ac.uk/our-centres/)

By submitting this form, you agree that your details and your complaint may be passed to the relevant academic partner of the University of the Highlands and Islands for investigation and resolution where appropriate.

Our contact details:

Quality Department

UHI Argyll

Glenshellach Business Park

Oban, Argyll, PA34 4RY

[acqualityassurance@uhi.ac.uk](mailto:acqualityassurance@uhi.ac.uk)

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| **Complainant Details**  ***For the University of the Highlands and Islands to acknowledge and inform complainant of investigation and decision.*** | | | |
| Date: | Click or tap to enter a date. | | |
| Complainant type: (e.g. student/ stakeholder/ member of public) | Click or tap here to enter text. | | |
| Full Name: | Click or tap here to enter text. | | |
| Academic Partner:  *(if applicable)* | Click or tap here to enter text. | | |
| Student ID Number:  *(if applicable)* | Click or tap here to enter text. | | |
| Course:  *(if applicable)* | Click or tap here to enter text. | | |
| Email Address: | Click or tap here to enter text. | | |
| Phone Number: | Click or tap here to enter text. | | |
| Address:  *(if required)* | Click or tap here to enter text. | | |
| Equality, Diversity, and Inclusion  *(optional)* | Age Band | Under 16 |  |
| 16-17 |  |
| 18-19 |  |
| 20-24 |  |
| 25 and over |  |
| Prefer not to say |  |
| Gender | Male including Trans Man |  |
| Female including Trans Woman |  |
| In another way |  |
| Prefer not to say |  |
| Ethnicity | Click or tap here to enter text. | |
| Prefer not to say |  |
| Disability | No disability |  |
| I have a disability, impairment, or medical condition |  |
| I have a specific learning disability such as dyslexia |  |
| Prefer not to say |  |
| Care Experienced | Yes |  |
| No |  |
| Prefer not to say |  |
| Caring Responsibilities | Yes |  |
| No |  |
| Prefer not to say |  |

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| **Complaint Details** | |
| Date you first became aware of the issue | Click or tap to enter a date. |
| What topic is your complaint about? ie finance, curriculum, support, people etc | Click or tap here to enter text. |
| What is your desired outcome? | |
| Click or tap here to enter text. | |
| **Please describe the nature of your complaint below. Please give details and attach documentary evidence, if necessary.** | |
| Click or tap here to enter text. | |

Formal complaints should be sent to the attention of the Quality Officer at UHI Argyll either by post or email [acqualityassurance@uhi.ac.uk](mailto:acqualityassurance@uhi.ac.uk)

We aim to respond to complaints quickly, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem. Alternatively, we could deal with it as a Stage 1 complaint and respond within 5 working days or a Stage 2 complaint if it requires investigation and respond within 20 working days, where-ever possible.