

COURTAULD

The Courtauld Institute of Art Student Complaints Form

Instructions

1. Please make sure that you have read and understood the Student Complaints Policy before submitting the completed form.
 2. A decision to proceed with a formal complaint will be made solely on the information you provide on this form with any supporting information. Therefore, your submission should be as clear and succinct as possible and focus on key issues.
 3. Please substantiate your complaint by referring to specific events and providing supporting evidence where possible.
 4. It is important to note that appeals against Examination Board decisions or assessment results are excluded from the Student Complaints Policy and are covered by the Academic Appeals Policy.
 5. Please note that incomplete forms will be rejected.
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1. STUDENT DETAILS

Student ID Number	
Name	
Programme of Study	
Courtauld Email Address (If this no longer works, provide an alternative)	
Contact Telephone Number	

2. GROUP COMPLAINTS

If you submit a complaint as a group, all members of the group must sign the complaint form. The group must elect a group representative to speak and meet on behalf of the group.

Name and student number of the group representative:
1:

Please list the names and student numbers of all students making the complaint:

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3. DETAILS OF COMPLAINT

Please explain the reasons for your formal complaint:

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4. KEY POINTS REQUIRING RESPONSE

Please set out clearly and concisely the main points of your complaint. You should cross reference this to any documentary evidence you have submitted so that those involved in reviewing the appeal can clearly follow the case. The supporting evidence may include a timeline of events.

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5. PREFERRED OUTCOME OF COMPLAINT

Please indicate the resolution and outcome to the formal complaint that you are seeking:

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6. SUPPORTING EVIDENCE

Please list the evidence submitted in support of your formal complaint:

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7. DECLARATION

By submitting this form in hard copy or electronically you are agreeing to the following:

- ☐ I have read and understood the Student Complaints Policy and completed all sections of this form accurately and to the best of my knowledge.
- ☐ The information I have given on this form is accurate and true to the best of my knowledge.

Student signature*:

Date:

* Type if submitting electronically. Sign if submitting by hand.

8. SUBMISSION

Submit the completed form and any supporting documents to the Academic Registrar at:
academic.registry@courtauld.ac.uk

Please keep a copy of your completed form and any documents you send. Please note that it may not be possible to return original documents.

Where possible all correspondence will be via email. Please ensure you keep us informed of any changes to your contact details.