







3. Formal Complaint

- 3.1 The University aims to balance the rights of the complainant and those of any person complained against; all parties must be treated with fairness and dignity.
- 3.2 Formal complaints may be made in the following way:-





3.11 A letter will be sent to the complainant outlining the responses and resolution to the complaint. The complainant will also be asked at this time if the complaint has been resolved to their satisfaction. The Director will also be made aware at this stage of the response to the complaint.

3.12





6. Whist





12. Complaints Reporting

The Standards and Enhancement Office write a report routinely for the Senate Committee providing anonymous details of the number and nature of complaints dealt with during the academic year.

AREA p	
Document Prepared By pp p	Approved by p
Date of last review:	Next review date:





Due to data protection legislation action may result from the complaint which the University will not be able to make you aware of because the University cannot breach an individual's right to data protection and anonymity (such as where disciplinary action against a fellow student or member of staff results from a complaint).

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary.



Following section of form to be completed by relevant University staff

To be completed by SEO

Date form received by SEO:	Date form acknowledged:		

Date form sent



Date of letter to complainant advising outcome:
(NB letter should inform complainant of further stage of Complaints Procedure and grounds for taking the matter further)
(i.e. sector of sector of the

Once the complainant has been advised of the outcome of the investigation, a copy of this form and a copy of the letter advising the complainant of the outcome of the complaint should be sent to the Standards and Enhancement Office SEO@bolton.ac.uk