**Writing a Formal Complaint**

Sometimes a situation may arise where you feel that a department or staff member has not lived up to their responsibilities as promised by the University of Worcester. You may have tried to resolve this informally, but the resolution reached does not satisfy the outcome that you were looking for or address the underlying issue. In situations of this nature, it may be appropriate to submit a [formal complaint form.](https://www2.worc.ac.uk/registryservices/662.htm)

**How should I structure my Formal Complaint?**

* Introduction

Start by introducing the concern and make it clear on what grounds has this issue not met expectations (For example, Student Charter, Disability Act 2010 etc.)

* Main Body

As most complaints are complex. It is helpful to include a clear chronology of what has happened. For each entry on the timeline, you could include:

* Details of the incident.
* Which expectations weren’t met?
* How did you attempt informal resolution?
* What was the response from the department or staff member?
* Was this accepted by you? If not, why not?
* Impact of the incident.
* Any evidence to substantiate your complaint.

N.B. Keep the complaint on topic and specific to the issue. It is important to make your point whilst also keeping a professional tone.

* Conclusion

Wrap up your complaint by summarizing your thoughts and stating the resolution you seek, along with why it would address the issue you've raised.

**Can the Students’ Union help me write my complaint?**

Advisors cannot speak, write, or act on behalf of students. Instead, we offer general guidance. While we cannot proofread your complaint, we can review the form before you submit it to make sure it makes sense and that you have completed all the necessary sections. The easiest way to make an appointment is to complete this short, confidential, online [advice enquiry form](https://www.worcsu.com/helpandadvice/adviceform/).

*Disclaimer*

*Every effort has been made to ensure that all information contained on the Help & Advice webpages and associated documents is both current and accurate. However, information within these pages is subject to change without prior notice. Please refer to the University of Worcester’s Formal Complaint’s Policy for full details of the procedures. This document is based on the advice and guidance of Worcester Students’ Union. No liability can be accepted for any errors or misleading information.*