

Student Complaint Form (Stage 1)

This form is for making a formal (Stage 1) complaint under the TSE Student Complaints Policy, available at <https://thinkspace.ac.uk/about/policies/>. Please read the Policy before completing this form.

The completed form, together with any written evidence, should be sent to the Head of Postgraduate Education (HPE) at tim@thinkspace.ac.uk within six months of the occurrence of the matters which relate to the complaint.

1 Your details

Full name	
TSE Student Number	
Programme of study	
Email address	
Date of this complaint	
Are you a current or former student? (If former, please give your departure date)	

2 Informal resolution

Before making a formal complaint, students should normally try to resolve matters informally with a Team Leader, the Student Support Manager, or the Head of Postgraduate Education (HPE).

Have you attempted to resolve this matter informally? (Yes/No)	
Who did you raise it with, and when?	
What was the outcome of the informal approach?	

3 Your complaint

Please describe your complaint clearly and factually: what happened, when and where it happened, and who was involved. Continue on a separate sheet if necessary.

Details of your complaint	
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What impact has this had on you?	

4 Evidence

Please list any written evidence submitted with this form. Evidence may include independent medical evidence, reports by professionals, financial information or witness statements.

Evidence attached	
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5 Outcome sought

Please tell us what outcome you are seeking. Possible remedies include an apology, an explanation, or an alteration to a process or service.

Outcome sought	
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6 Group complaints

If this complaint is made on behalf of a group of students affected by the same circumstances, a single spokesperson should be appointed and all members of the group must sign this form or attach written confirmation.

Spokesperson name (group complaints only)	
Names of all students party to this complaint	

7 Declaration

I confirm that the information given on this form is true and accurate to the best of my knowledge. I understand that TSE will share the details of this complaint with those staff who need to be involved in its investigation, and that the complaint will otherwise be handled confidentially in line with the Student Complaints Policy.

Signature	
Date	

What happens next

The HPE will log your complaint and acknowledge receipt. An investigation will be completed no later than 20 working days after receipt wherever possible, and you will receive a written response within 10 working days of the completion of the investigation. If you are not satisfied with the written response, you may refer the complaint to Stage 2 using the Student Complaint Appeal Form within 15 working days of the date of the Stage 1 outcome letter.