

Formal complaint application form

Before filing an official complaint, students should have read the Rules for submission and consideration of complaints and recommendations at VUM carefully and should have taken actions to reach an informal resolution of the issue described in this form.

Please keep a copy of this application form.

To the attention of	
Full name of the complainant	
Student number	
Programme of Study	
Address for all correspondence	
Email address	
Phone number	
Please state in a concise and clear manner the issue you wish to complain about:	

Please state in a concise and clear manner the actions you have taken to resolve the issue informally. Please specify the staff you have contacted to reach an informal resolution (name, position, date if meeting or correspondence). Please specify, if applicable, the names of other people (students, faculty or administrative staff) involved in the above described actions.

Please state in a concise and clear manner the outcomes of the above described actions and the reasons you find these outcomes dissatisfying.

Please state the expected actions and your preferred outcome.

Please describe the evidence accompanying this form:

I declare that I have read the Rules for submission and consideration of complaints and recommendations at VUM and that the information given on this form, and on any accompanying papers, is a true statement of facts.

signature:

date:

For staff only:

Complaint received on:

Complaint forwarded to:

Reply received from:

date: