**STUDENT COMPLAINTS FORM**

This form is intended for use with the [Student Complaints Procedure](https://www.lshtm.ac.uk/study/new-students/starting-your-course-london/regulations-policies-and-procedures). If you intend to make a **formal** complaint about the delivery or quality of services received, or the delivery of teaching/supervisory provision or any other matters relating to a programme of study, you must use this form to put forward your case. If you need help in completing this form or require advice you should contact the [Student Support Service](https://www.lshtm.ac.uk/study/studentservices/student-support-services)s or the [Students’ Representative Council.](https://www.lshtm.ac.uk/study/studentservices/students-representative-council)

This form **should not be** used for academic appeals.

*Please keep a copy of this form for your records, plus any supporting material that you submit*.

1. **STUDENT DETAILS**

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| --- | --- | --- | --- |
| **Student ID Number** |       | **Title** |       |
| **First Name(s)** |       |
| **Surname/Family Name** |       |
| **Programme of Study** |       |
| **LSHTM Email** (if this is no longer active, please provide an alternative) |       |

1. **STAGE 1 COMPLAINT DETAILS**

Please review the list below to ensure you satisfy the criteria to proceed to a Stage 2 or 3 complaint:

|  |  |
| --- | --- |
| **I completed Stage 1 of the Procedure on the following date:** |       |
| **The member of staff I spoke to was:** |       |
| **Have you attached written confirmation of this from the member of staff named above (this may be an email)?** |  |
| **If you have answered ‘No’ to the above question please confirm when this confirmation will be available.** |       |

1. **DETAILS OF COMPLAINT (Maximum 1,000 words)**

Please tick the relevant box below and set out **clearly** and **concisely** the main points of your complaint. You must cross reference this to any supporting documentary evidence you submit so that those involved in reviewing the complaint can clearly follow the case.

Please see the [Student Complaints Procedure](https://www.lshtm.ac.uk/study/new-students/msc-research-students/regulations-policies-and-procedures) for further guidance.

|  |  |
| --- | --- |
| **This is a Stage 2 complaint** | [ ]  (click to select) |
| **This is a Stage 3 complaint** | [ ]  (click to select) |
| **I have attached a clear and concise summary of my complaint** | [ ]  (click to select) |
| **I remain dissatisfied because (please give reasons and continue on a separate sheet if necessary)**      |

1. **PREFERRED OUTCOME OF COMPLAINT (Maximum 100 words)**

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

1. **DECLARATION**

By submitting this form, you are agreeing to the following:

[ ]  I have read and understood the School’s [Student Complaints Procedure](https://www.lshtm.ac.uk/study/new-students/msc-research-students/regulations-policies-and-procedures) and completed all sections of this form accurately and to the best of my knowledge.

[ ]  I have enclosed a copy of any relevant letters/emails that confirm the issue(s) I am complaining against and I have enclosed all relevant supporting documentary evidence.

**Student’s Signature\*:**       **Date:**

\*Type if submitting this form electronically. Sign if submitting by hand.

**Please submit your completed form, along with any supporting documentation, to** **studentcomplaints@lshtm.ac.uk****.**

***Please note -*** *By submitting this form and supporting evidence, you give consent to your personal data being considered by such academic and administrative staff as may be necessary for the purposes of processing your complaint. Your personal data may include relevant medical details included as part of your complain, amongst other information. All information will be treated confidentially by those staff involved in considering your complaint.*