

STUDENT COMPLAINT FORM

DCU

Ollscoil Chathair
Bhaile Átha Cliath
Dublin City University

Student Complaint Form – Stage 2

Dublin City University (DCU) commits to providing students with a positive and excellent university experience and a professional standard of service. Additionally, DCU continuously seeks to improve the student experience, and students should feel comfortable raising their concerns and seeking a resolution to any complaint. We acknowledge from time to time that DCU units/staff members may not meet the expected standards, and students may want to raise concerns. The University will process the issues raised by a student in accordance with the general principles of natural justice and fair procedures. **Please read the *Student Complaint Policy and Procedures* in conjunction with this form.**

CONTACT DETAILS (COMPLETED BY COMPLAINANT)

Name	
Student Number	
Programme of Study	
Email Address	
Phone Number	
Date of Report	

DETAILS OF COMPLAINT(S) (COMPLETED BY COMPLAINANT)

Date of Complaint(s)	
Time(s) of Occurrence	
Location of Complaint(s)	
What would you like to report?	Outline in as much detail as possible what was said or done and the impact on you. Includes dates, details of events, etc. (Use an additional page if necessary)

Outline what action you have taken in Stage 1	Outline what efforts you have made to resolve the complaint at a local level in Stage 1. Provide evidence of any response from a member of staff.
What evidence or witnesses (if any*) do you have regarding the above complaint? *It may not be possible to provide evidence in all reports. This should not stop you from making a complaint.	Outline types and details of any evidence/witnesses.

FOR OFFICE USE ONLY (COMPLETED BY HEAD OF UNIT/SCHOOL)

WITNESSES

Name	
Email	
Are they willing to assist with the report	YES <input type="checkbox"/> NO <input type="checkbox"/> Do Not Know <input type="checkbox"/>

CASE REPORT

Case Number	
Name of Recipient of Complaint	
Date of Report	
Action Agreed	Note details below of all actions agreed and steps being taken.

DEFINITIONS

Complaint

"A complaint is an expression of dissatisfaction by one or more DCU students about a DCU staff member or unit's action or lack of action, or about the standard of service provided by or on behalf of a DCU staff member/unit".

FURTHER INFORMATION

DCU Student Support and Development

<https://www.dcu.ie/sal> Tel: 01 700 7165 / student.support@dcu.ie

Student Policy and Procedures Contact:

Deirdre Moloney, Student Policy Officer, deirdre.moloney@dcu.ie / Tel: 01 700 6157