

STUDENT COMPLAINT REVIEW FORM

Student Complaint Review Form - Stage 3

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 wish 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.**

DETAILS OF STAGE 3 COMPLAINT (COMPLETED BY COMPLAINANT)

Date:	
Details of Complaint	Submit copy of original complaint and any supporting documents. Use the checklist below and submit relevant documents. Initial Complaint (Stage 1) <input type="checkbox"/> Initial Response <input type="checkbox"/> Stage 2 Complaint Form Completed <input type="checkbox"/> Formal Response from Head of Unit/School <input type="checkbox"/>
Outline what action was taken in Stage 2	Outline what parts of the complaint remain unresolved from Stage 2 of the complaint procedures.

What resolution do you wish to see happening in relation to this complaint?	

OFFICE USE ONLY (COMPLETED BY MANAGER/DIRECTOR/DEAN)

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