

Student Guidance for submitting a Stage 2 Complaint

If you are considering submitting a stage two complaint, please first read the additional guidance on the [Complaint pages](#) of the UWE website.

The stage two complaint submission should normally only be used after you have attempted to resolve matters informally under Stage One.

If you decide to submit a stage two complaint, you need to do so via this [link](#).

Please be aware:

- You will need to log in with your UWE login
- It is best to have all details ready before starting the online submission.
- If you have been inactive for more than 10 minutes when completing the form you might lose your details and have to resubmit it. This is due to Browser settings.
- You may find it useful to write your complaint statement in word and have this ready to copy and paste into the form.

Once you have entered your UWE login, you will be presented with the welcome page:

- Click on the Stage Two Complaint button, the following guideline page will appear:

UWE Complaint Form S2

Prior to starting this process:

- It may be helpful if you can have all the relevant information about your complaint ready before you start including the Student Number, Award Details, Module Details, Relevant Dates, Names and Places (you may also wish draft your statement prior to starting the form itself).
- Don't leave the form inactive for longer than 15 minutes as your session may be 'timed out' and you will have to log in and start again!
- A link to the guidance notes on the Complaints web pages is located at the top of each submission page; you may find it helpful to read through these before starting. There is also a 'Frequently Asked Questions' (FAQs) section there also.
You can submit the form via a number of web browsers including Internet Explorer, Google Chrome, or Firefox (Apple Mac users can use any of these browsers and further information about submissions via Internet Explorer is available in the guidance notes) but it is **not** possible to use this process on mobile devices.
- If you have arranged for a third party nominee to act on your behalf, please ensure that you complete a Third Party Consent form available via the link within the initial submission page (please see FAQs for further information). This electronic submission process is only available via an approved UWE log-in.

During the process:

- If you find that you cannot 'click' on the next or submit buttons, you may need to click out of the field which you are currently in. However this may also be caused by a mandatory field not being completed.
- It is not possible to save the form or amend it later so if you are prompted to log back onto the system you will have to start again from scratch.

At the end of the process:

- You will receive an automated e-mail acknowledgment to the e-mail address supplied together with a PDF copy of the information provided (this could take up to several hours after your submission).
By clicking 'reply' to this mail, you will be able to submit any relevant electronic documentation as supporting evidence (further instructions will be given *later*).

If you need to forward a third party consent form (or request a manual copy for submission), please contact the Complaints and Appeals Team, Student and Academic Services, Frenchay Campus, Coldharbour Lane, Bristol, BS16 1QY via complaints@uwe.ac.uk or [0117 3283371](tel:01173283371)

Next

- Please read all the information on the page and then click 'Next' to begin.

If you have any technical difficulties with online submission, please contact The Complaints and Appeals team at complaints@uwe.ac.uk or +44(0)117 32 83371

Filling in the form

You must **fill in all compulsory fields** * a red asterisk indicates these.

You cannot move to the next page or submit the form until you have entered all compulsory fields. Unfortunately it is not possible to show a message of what is missing, so please check all the fields on the page if the next or submit button is 'greyed out'.

Complainant details	
Date of complaint : 25/06/2018 	Complaint Logged By : TSTD10205 TEMP-STUDENT ;   
<input checked="" type="radio"/> I am the affected party <input type="radio"/> I am completing this form for the affected party <input type="radio"/> I am completing this form for a third party who is acting on behalf of the affected party	
Are you * <input checked="" type="radio"/> Student <input type="radio"/> Staff	

Complainant details

- Today's date and your login details will be appear automatically at the top of the form.
- You will need to tick the appropriate box to select if you are completing the form for yourself or on behalf of someone else.
- If you are completing the form for yourself, tick the first box to confirm that you are the affected party.
- Tick the box to confirm if you are a student or a member of staff.
- The form will then open with further fields.

Student or staff details	
Staff/ Student number: <input type="text"/>	
Formal title: <input type="text"/>	Staff/ Student name * : <input type="text"/>   
Phone number: <input type="text"/>	Email address(if non UWE): <input type="text"/>
Postal address: <input type="text"/>	
Group Complaint ? <input type="checkbox"/> List others involved either by name or by student/staff number <input type="text"/>	

Student or Staff details

- Enter your name as it appears on your student record in the format of first name then surname, for example, John Smith

Then click on the tick icon 

If you are unable to find your name, click on the book icon  this will bring up a search box, in the 'Find' box, type part of your name and click the magnifying glass to search for your name.

- If you would like to supply an alternative email address to your UWE address please put this in the email address box, please leave blank if you are happy to use just your UWE one.
- If you are submitting a group complaint, please tick the group complaint box and list the other student's names.

Enter details of the complaint

Have you complained before about this issue ?
 Yes No

If Yes, Reference Number for Complaint Stage 1 or other :

Who have you talked to ?  Main area of concern* : 

Enter details of the complaint

- Use the top of this section to enter any details on your complaint at stage one, any reference number if you have one, the name of the person with whom you spoke, the main area your complaint covers.
- The next sections allow you to explain the detail of your complaint, steps you have taken to resolve it at stage 1 and the outcome that you are seeking. These boxes will expand as you type. If you are using Internet Explorer your text will automatically wrap as you type into the box, this may not be the case with other internet browsers such as Chrome and Firefox.

Enter details of the complaint * :
(Nature of complaint, Details of response Stage1, Why did you remain dissatisfied with the resolution of your complaint?) 

Steps already taken ? * : 

What outcome are you seeking ? * : 

Please read the statement at the bottom of the form regarding the General Data Protection Regulation (GDPR) and tick the box if you agree to the University processing your personal data as described.

- Once you have completed all the compulsory fields and are ready to submit the complaint click on the submit button.

Submit

Do not click on the submit button more than once.

If the submit button is 'greyed out' this may be because you have not completed all the compulsory fields or because you need to click outside of the last box you were in to enable you to move on.

It can take up to a minute for your complaint to submit. Please look at the browsers activity to check whether any processing is taking place. After a minute you should see the following 'Thank you' message.

Thank you

Thank you for using the Complaints Stage 2 submission system.

You will shortly receive an acknowledgement email which will confirm receipt of your submission together with a PDF version for you to retain. This email will also provide details of how to submit any other relevant evidence including any response received previously. It will also identify your unique stage 2 complaint reference number.

Please retain all emails and evidence sent and note your reference number (shown in the email subject line) for use throughout the duration of the Complaint process.

Please note that if you cancelled a submission for any reason, you can start a new submission as no record is maintained in the system if the submission was not completed. If you have experienced a problem which forced you to abort, please contact a member of the Complaints and Appeals team via complaints@uwe.ac.uk or by telephone on 0117 3283371.

[OK](#)

Confirmation email

You will receive an email confirmation of your submission. This will give the complaint reference number in the subject line and will have a pdf copy of your complaint form attached. The PDF copy may not show all the details if you have entered a lot of text in the complaint details section. Please note that the email may take several hours to come through to your inbox.

Submitting Evidence

Please follow the guidance carefully in the email in order to submit any relevant information to accompany your complaint.

Should you have any queries relating to your complaint, please contact the Complaints and Appeals team (quoting your reference number) preferably via complaints@uwe.ac.uk

Next steps

A formal email acknowledging your complaint and confirmation that it will be considered at stage two of the complaints procedure, will be sent to you within 3 working days of your submission. Subsequently your complaint will be allocated to a Complaints and Appeals Manager and you will be emailed with the name of the Manager and the expected response timescale.