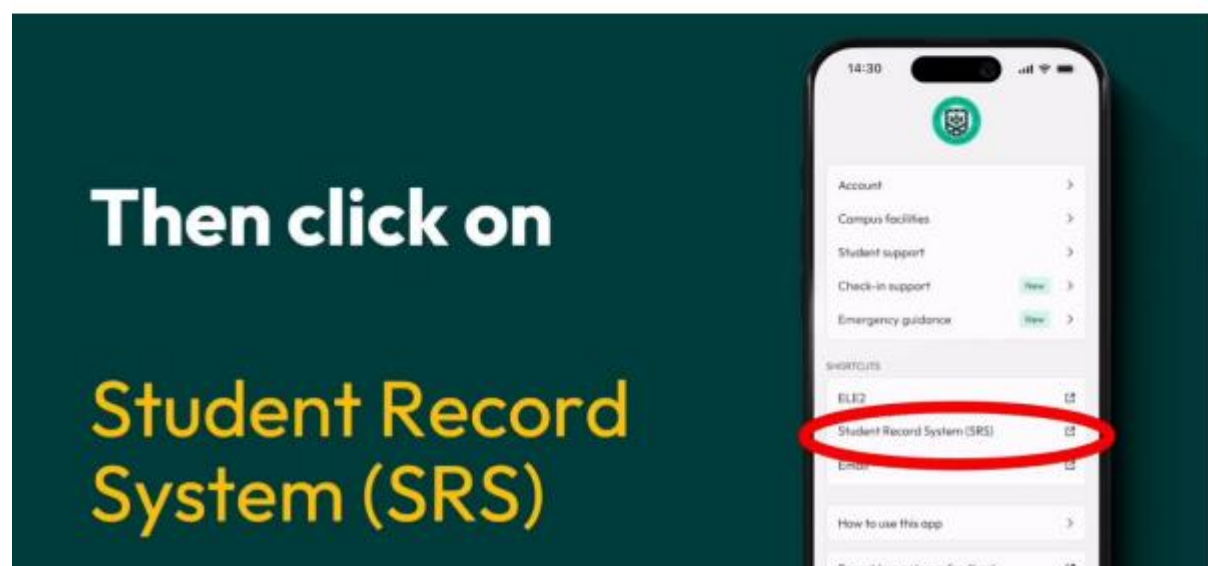# How to submit a Formal Stage Complaint

To submit a formal stage complaint, log into the Student Record System using your normal IT sign in details. You can access this from the 'More' tab in the MyExeter app.

Hello

Welcome to your SRS page. Here you will be able to look at your personal and course related information held by the University

Your Course details are as follows:

Course: UG BSc (Hons)

View my ILP

Show my ILP (student view) [Usa

View my ILP

Download a PDF copy of my ILP

Facilities

Key links

Edit preferred name

Edit pronouns

Edit address

New Test Edit address (ADD)   New

Collect your 2024/5 candidate number

Edit Emergency Contact information

Change your IT password (new window)

Postgraduate Online Applications   ▬

Log in to the Postgraduate Online Applications

Postgraduate Taught programme information

Postgraduate Research programme information

Options for notification by text to your mobile   ▬

This facility will text you late timetable changes, for example when your lecture room is changed at short notice.

Current status: ■ On

Turn notifications off

Reports   ≡

Click on the 'Assessments' Tab and the select 'View, Add and Amend Complaints' in the Complaints Menu

University of Exeter XSITE   Student   Finance   ePDP   **Assessments**
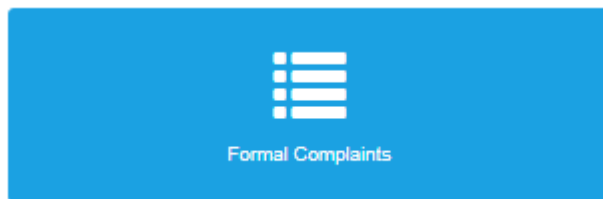
Appeals

View, Add and Amend Appeals

Complaints

View, Add and Amend Complaints

You will see the following page:

To submit a new Formal stage complaint click on the blue 'Formal Complaints' button in the Actions menu:

Then select the relevant programme of study for which you wish to submit a complaint. This will usually be your current programme of study. In the example below there is only one programme listed, and this will be the case unless you have recently transferred to a different programme of study:

Click on against the relevant programme of study.

Read and complete the screens and click next to navigate through the appeal form:

Screen 1

Before completing this form, students of the University and those on programmes validated by the University should ensure that they consult the University's procedures relating to the student Complaints Procedure which can be found at http://www.exeter.ac.uk/staff/policies/calendar/part1/otheregs/complaints/.

Please note the time constraints which apply to the complaints procedure. For details on the appropriate timeframes in which you can submit an appeal, please see our website - Complaints | Faculty cases | University of Exeter.

If you intend making a Formal Complaint about the delivery or quality of services received, about allegations under Equality and Diversity or of harassment and bullying, 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 application or require advice the University encourages you to contact one of the following:

- Students' Guild Advice Unit for students at the Streatham or St Luke's campus: http://www.exeterguild.org/advice/ or
- Falmouth and Exeter Students' Union for students based at the Penryn Campus: https://www.thesu.org.uk/advice/.

We appreciate that submitting an application may be a stressful experience for students. The University offers a Wellbeing service who can offer you support if needed. More information can be found here:

- For students based at the Streatham or St Luke's campus: https://www.exeter.ac.uk/students/wellbeing/
- For students based at the Penryn campus: https://www.fxplus.ac.uk/students/student-services/student-support-living-support-and-wellbeing-teams
- For all PGR students: https://www.exeter.ac.uk/research/doctoralcollege/support/pgrsupportandservices/wellbeing/.

You may also consider contacting:

- The Student Health Centre
- The Education Welfare team which is here to help if your physical or mental wellbeing is impacting on your studies. If you would like to arrange a confidential meeting with your Education Welfare Advisor you can find their contact details here: https://www.exeter.ac.uk/students/wellbeing/talk/welfare/
- Our Chaplaincy team is here to listen, whether or not you have a faith. For students based at Streatham or St. Lukes please see: https://www.exeter.ac.uk/students/chaplaincy/. For students based at Penryn please see: https://fxplus.ac.uk/student-support/multifaith-chaplaincy/.

Tick one or more of the following boxes if you:
- ☐ Have attended a Health Wellbeing & Support for Study meeting (if you are unsure what this is, please leave this unticked).
- ☐ Started Postgraduate Taught Study in January.
- ☐ Are on a Degree Apprenticeship.
- ☐ Are a High Performance Athlete/Sports Scholar.

Exit	Next

Screen 2:

ABOUT THE INFORMAL STAGE OF YOUR COMPLAINT

Please confirm that the *Informal Stage* of your Complaint has been completed. | -- Please select --

Please confirm with whom you raised the informal stage of your complaint (and if your informal complaint was then considered by a different member of staff, please include their name also). Name:

250 Characters Remaining

Please confirm the date on which you first raised the *informal stage* of your complaint. Date:

Outline the details of your informal complaint and the outcome or the decision/response received by the member(s) of staff named above. If you received this in a written format you may find it easier to upload a copy of this informal stage outcome as part of your evidence. Outcome:

250 Characters Remaining

Please confirm the date on which you received your Informal Stage Outcome from the person considering the Informal Stage of your complaint. If no response was received or no meeting was held with the named person, please select Not Applicable.
○ Please provide date
○ Not Applicable

ABOUT YOUR FORMAL COMPLAINT
Please describe your complaint and explain why you remain dissatisfied following the informal stage of the complaint.
If your description exceeds the character limit offered here, there will be the opportunity to attach an additional document within the Evidence stage, to follow. Please name this document "Student Statement".

5000 Characters Remaining

DESIRED OUTCOME
Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.
If your description exceeds the character limit offered here, there will be the opportunity to attach an additional document within the Evidence stage of this application.

5000 Characters Remaining

SUPPORT
Please indicate whether you have sought advice or support from one or more of the following teams (if applicable).
- ☐ Student Guild or Union
- ☐ Welfare
- ☐ Personal Tutor
- ☐ Other academic
- ☐ Other Professional Services Staff
- ☐ Non-University support
- ☐ N/A

Save & Exit	Back	Next

Questions boxes with a pink background are mandatory

IMPORTANT If at any point a mandatory question is missed the system will return an error message:

Error

You must respond to the Upload supporting evidence question.

| | OK |

Please list all evidence to be provided:

Screen 3:

On screen 3 you can upload evidence to support your complaint. Evidence files can be selected from files stored on your computer. The following file extensions are accepted DOC, DOCX, EML, JPEG, JPG, MP4, PDF, PNG, and TIFF. **The maximum file size accepted is: 5000(kb).**

There is a tick box in the Help text section of the screen to indicate if the application contains any sensitive or graphic information or images.

The dropdown menu at the bottom of the page asks you to confirm if you: do not wish to provide evidence; have provided all your evidence; or if you wish to provide more evidence at a later date (see below). This is a mandatory question.

Screen 4.

On Screen 4 you will be presented with a summary of your complaint application. And will have the opportunity to go back and change details or add additional evidence using the 'Amend' buttons. Once you are happy with the complaint application you need to tick to confirm you agree to the declaration in the bottom section. There is also an option for you to ask for a supporter to be copied into the outcome of your complaint or you can enter your own personal email address here if you would like your final outcome to be issued to more than just your University email account.

Confirmation and Declaration

I certify that:

- The information I have entered is correct to the best of my knowledge.
- I understand that appropriate staff will have access to the information provided in relation to my application.
- Where my programme includes associated employment components and/or placements, I understand that the Central Cases Team may need to speak to relevant staff of those external bodies.

*I Agree: ☑

You have provided us with your personal information which you feel is pertinent to your complaint to enable us to meet our obligations and provide you with the appropriate service relating to this procedure.

This is a confidential process and will not be marked on your transcript or student record.

However, as part of this process, we may need to review and share elements of what you have provided with other colleagues within the university to assist us with your application and support.

In some circumstances we may also seek to clarify your evidence by collecting and considering information from other internal teams or systems (such as the Wellbeing Team or the mitigation system) where it is relevant to the decision-making process for your complaint. This will enable us to ensure you receive the best support and the most appropriate outcome to your complaint.

This process is limited and specific to your needs to enable the complaint process to take place. All access is controlled to specific documents and for limited periods.

Your data is processed by the University to fulfil the requirements of the UK DPA/GDPR under contractual obligation, to support your needs whilst studying with the University. If you have any queries on how the university handles your data please contact InformationGovernance@exeter.ac.uk.

Once you are happy with the information you have provided please click Submit below.

If you wish for a supporter to be copied into the outcome of your complaint, or for a personal email address of your own to be included, please indicate 'Yes' below. This will act as your written consent.

If you do not have a named supporter or do not wish for your supporter to receive any further correspondence from the relevant team, please indicate 'No' below.

*Please select: -- Please select --

| Save & Exit | Submit |

When you have completed your complaint application you should click Submit:

 .

You can also Save and Exit your complaint application at any time, and you will be returned to the main complaints menu. The incomplete complaint will have been saved to 'Formal Complaints Yet to be Submitted' folder and can be reopened and completed.

Important: Please note that all formal complaints must be completed and submitted within 10 working days following receipt of an outcome at the informal stage.   Any complaints that are incomplete at the end of 10 working days will not be eligible for consideration.

When you have submitted your complaint application you will receive an email to your Exeter email address and you will receive further emails to update you as to where your complaint is in the process.

What if I don't have all of my evidence?

If you do not have all your evidence, it is possible for you to submit a complaint application and indicate that you will provide additional supportive evidence at a later date.   To do this when you reach screen 3 of the application form you should indicate using the dropdown that 'I haven't got all of my evidence so will attach (more) later'

Upload Supporting Evidence

Upload Evidence:

Browse My Computer

Please list all evidence to be provided:

250 Characters Remaining

Upload supporting evidence: I haven't got all of my evidence so will attach (more) later

| Save & Exit | Back | Next |

You should carry on and complete the remainder of the form and submit your application. We will then provide you will a deadline by which to provide your additional evidence and this will be sent to you via email to your Exeter email address.

You will still need to submit your appeal application within 10 working days following receipt of the decision at the informal stage.

Important: Please note that we will not start to consider your complaint until you have submitted all your evidence or until your deadline to submit the evidence has passed (whichever is sooner).   If you do not provide additional evidence your complaint will be considered based on what you have submitted.

Complaints Dashboard

Your Complaints dashboard shows all your complaint applications and the stage they are at, including their reference code. Please check that the application you have created is in the 'Formal Complaints Submitted' folder (or the 'Formal Complaints Awaiting Further Evidence or Information folder' if you have stated that you will provide more evidence.)

You will be able to use the dashboard to see what stage of the process your complaint has reached and you will be able to download a copy of your complaint.

Withdrawing an application

If you wish to withdraw an application, you can do this by clicking the 'withdraw' button alongside the complaint you wish to withdraw. The team will then confirm the withdrawal to you via email.

Formal Complaints Submitted 4			
Reference Code	**Submitted**	**Action**	
CFC- 07	20/Feb/2025	View	Withdraw	Download Application
CFC- 009	08/Feb/2025	View	Withdraw	Download Application
CFC- 024	28/Mar/2025	View	Withdraw	Download Application
CFC- 030	12/May/2025	View	Withdraw	Download Application

Reference Code	**Submitted**	**Action**	
CFC- 07	20/Feb/2025	View	Withdraw	Download Application
CFC- 009	08/Feb/2025	View	Withdraw	Download Application
CFC- 024	28/Mar/2025	View	Withdraw	Download Application