

# Non-academic complaints Stage 1

You should complete this form if you want to formally raise concerns about matters which are the responsibility of the University, but which do not directly relate to your programme of study, its associated academic facilities nor to an academic result, such as marks. We take these matters seriously at UEA and our procedure is designed to enable your concerns to be considered fully and for action to be taken to remedy the situation where appropriate.

- If the issue you are concerned about relates to your **academic results**, or any circumstances that you believe may have affected your academic results, you should use the [Academic Appeals Procedure](#)
- If the issue you are concerned about relates to your **programme of study** or its **associated academic facilities** you should use the [Academic Complaints Procedure](#)

Before completing the form and beginning formal procedures, the University strongly encourages you to first attempt to resolve the matter you are concerned about informally. Support and advice is available from a number of sources - try speaking to your teacher, adviser or supervisor first. [The Student Support Service](#) and/or the [Student Union's Student Advice Centre](#) will also provide good independent advice. If your attempts do not resolve the issue, then the complaint, and all supporting documentation, needs to be submitted in a timely manner after the last attempt to resolve things informally was concluded (within **20 working days**).

Please note that where the University considers that there is a more appropriate procedure for dealing with your complaint, your complaint will be dealt with in accordance with these alternative procedures (and you will be formally notified of this).

To begin the formal procedure, complete the form as indicated in each section. If you have any concerns or queries about filling in any part of the form, the resources mentioned can help you with that. This form is also available [online](#)

SECTION A: YOUR PERSONAL DETAILS

Student Name:

Student number:

Semester address:

Postcode:

Phone/Mobile:

Email:

Home address:

Postcode:

Phone:

School:

Course:

# Non-academic complaints Stage 1

SECTION B: YOUR COMPLAINT

What do your concerns relate to?  
(e.g. car parking, residences, non-academic staff, University buildings)

What is your complaint? (Please explain why you are dissatisfied with the above; if your complaint exceeds this box, please submit it as a word document in addition to this form)

How would you like your concerns to be addressed?

# Non-academic complaints Stage 1

SECTION C: DECLARATION I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief.

SIGNED:

DATE:

## What happens next?

Once completed, you need to email this form, along with any supporting documents, to: [LTS.Appeals@uea.ac.uk](mailto:LTS.Appeals@uea.ac.uk) or alternatively by post to: Academic Services Office, Arts 0.51, UEA, Norwich Research Park, Norwich, NR4 7TJ. If you are submitting the form by post, please remember to keep of copy of any supporting documentation.

The member of staff appointed to deal with your complaint and act as your contact will be in touch to acknowledge receipt of your complaint form within 5 working days of receipt. This communication will also inform you of the date of the next Non-Academic Appeal Complaints Panel meeting and the date by which you should expect to be advised of the Panel's decision.

As noted above, where a more appropriate procedure exists, you will be referred as necessary in writing informing you which procedure is being followed and the name of the member of staff who will be dealing with your complaint.

Please see the Regulations document where the types of complaint that can be upheld are outlined.

## Stage Two Complaint

A Stage Two Complaint can only be considered where there is evidence that there was a procedural irregularity during Stage One. Where it is deemed that a Stage Two Complaint is not appropriate, you will be advised to submit your Complaint to the Office of the Independent Adjudicator (OIA).

Where a Stage Two Complaint is appropriate, you must submit the complaint and the supporting evidence within **15 working days** of the notification to you of the outcome of your Stage One Complaint. You will then receive an acknowledgement within 5 working days and be informed of when the next Non-Academic Complaints Stage 2 Panel meeting is due to meet. In normal circumstances, you will be informed of the outcome within 20 working days of the Panel meeting.

A complaint should not be made lightly and before deciding you should ask for advice. Support and advice is available from a number of sources - try speaking to your teacher, adviser or supervisor first. The Student Support Service and/or the Student Union's Student Advice Centre also provide good independent advice.

If after taking advice you decide to take your case further, you can find details of the full procedure and information about going to Stage Two online at: <https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+A-cademic+Appeals+and+Complaints+Procedure.pdf> The Stage Two form is available online at: <https://portal.uea.ac.uk/learning-and-teaching/students/forms>

For more information on how we use your information, please see: <https://www.uea.ac.uk/about/legalstatements/data-protection-for-webforms>

# Non-academic complaints Stage 1

SECTION D: FOR OFFICE USE ONLY  
SEE COMPLAINTS PROCEDURE FOR GUIDANCE

Name of Complainant:

Student number:

Faculty:

School:

Course:

Date Received:

Decision Deadline:

Date acknowledgement and contact names sent to student:

Office Coordinator:

Investigating Officer (if non-academic complaint):

Non-academic complaint?

Other Procedure (specify)

Sent to:

Date:

Date of decision letter to Student:

Summary of evidence considered (to be included in response to Student):

Notes: