

Formal Complaint Form

The 'Complaints & Appeals Policy' contained in the University's Policies and Procedures (UPPs) should be read in conjunction with the General Academic Regulations Part G - Rights and Duties available from the Hub.

The following are general requirements to when making complaints;

In the first instance the student should raise an Informal Complaint with the person concerned, e.g., directly to a tutor if the complaint concerns their teaching methods.

If the Informal Complaint does not lead to a resolution, the student can raise a formal complaint as soon as possible after the informal procedures have been exhausted; this must be made within 40 calendar days of the occurrence of the subject of the complaint or the outcome of the informal complaint.

- If discussion with the person concerned is not possible, then an Informal Complaint should be raised with either:
 - a. the Student Support, Programme Advice; or
 - b. the student's personal tutor; or
 - c. the Module Leader; or
 - d. the Award Lead;
- Formal complaints will only be considered outside the 40-calendar day timeframe if there is/are good reason(s) therefore students should enclose a covering letter explaining the reasons for lateness and enclose objective and authoritative evidence to support the lateness with the Formal Complaint form.
- The Office of Regulation and Compliance (ORC) or its nominee will consider the reason(s) why the form is late and will decide whether or not to accept the Formal Complaint for review.
- Formal Complaints will only be accepted on this form and should be accompanied by evidence that the student is seeking to rely on to support the complaint and detail the outcome and/or remedy being sought.

Students will be notified of the outcome **by email** *normally* within 28 working days of receipt. If there is a delay in keeping to this timeframe you will be advised of when you are likely to receive an outcome.

If you require impartial advice and support before submitting your complaint, please contact the BPP Students' Association: independentadvice@bpp.com, they can also be contacted using the following form:

https://bppgroup.fra1.qualtrics.com/jfe/form/SV_6ETEWDnf6gTloM6

Please fill in the following details:

Title			
First Name			
Surname			
Student Reference Number			
Email Address			
Programme/Mode/Location			
Programme is an Apprenticeship:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Award Leader			
Personal Tutor			

Informal Complaint

Please provide details below of the action you have taken in an attempt to resolve the complaint on an Informal basis, for example, with your Personal Tutor, Award Leader, the Student Records Office, or Student Finance Office. Please include any documentation or evidence referred to with this form. Please refer to the UPPs – [Complaints & Appeals](#) and the '[General Academic Regulations Part G - Rights and Duties](#)' for further information.

Formal Complaint

Please provide details of the facts relating to your Formal Complaint, provide the dates of events and include with this form any documentation or evidence referred to. If appropriate, please also supply the names and contact details of any witnesses. Please refer to the UPPs – [Complaints & Appeals](#) and the [General Academic Regulations Part G - Rights and Duties](#) for further information.

Documentation

Please list the documentation or evidence below that you wish to rely on to support your complaint. Complaints received without supporting evidence may not be considered. Please note that it is the student's responsibility to provide all supporting evidence and ensure that it is securely appended to this form.

Outcome

Please state what outcome you are seeking in resolution of your complaint.

Privacy notice

Any information submitted to BPP University, including your completed application form, accompanying evidence and any correspondence relating to your application, will be used by BPP University to assess, process and respond to your application. Please be aware that, in assessing your application, BPP University may take the following steps:

- corresponding with your personal tutor, student manager or other members of the programme team regarding the information provided in your application; and
- corresponding with any third parties (including other students) in relation to any evidence you have submitted, or allegations raised.

BPP University may also confirm the outcome of your application with relevant staff (such as your personal tutor, award leaders and any staff who were the subject of the complaint). For further information on how BPP uses your information, please see our Privacy Policy, a copy of which is available at www.bpp.com/privacy. By submitting this application, you agree to BPP University processing your personal information on the above terms. Any information submitted to BPP University, including your completed application form, accompanying evidence and any correspondence relating to your application, will be used by BPP University to assess, process and respond to your application and will be processed in accordance with our privacy policy. I understand that:

- It is my responsibility to have read the UPPs – [Complaints & Appeals](#) and the [General Academic Regulations Part G - Rights and Duties](#) for further information.
- The information I have provided with this application is true and accurate and that in providing statements and/or evidence that are false, misleading or fraudulent I will be in breach of the regulations relating to Academic Misconduct and/or Student Discipline and may be subject to further action;
- I agree to the details of this application being passed onto my personal tutor, student manager or other members of the programme team or University staff when investigating the complaint;
- my personal data may be released to the Office of the Independent Adjudicator should a referral be made at a later date;
- I have retained a copy of this form and original copies of all additional documents submitted;

By submitting this application, you agree to BPP University processing your personal information on the above terms.

Declaration

Signature:

Date:

Please send your completed form and accompanying documentation/evidence to ORC@bpp.com.