# **UNIVERSITY OF CAMBRIDGE**

### **Student Complaint Procedure: COVID-19 Complaint form**

**Use this form if:**

* you are, or were recently, a student of the University of Cambridge who has either: matriculated; or is on a course of study leading to the award of a degree, diploma or certificate of the University; and
* you are dissatisfied with the University’s action or lack of action regarding how you have been impacted by COVID-19 in relation to your student experience.

**Before completing this form you should:**

* read the Student Complaints Procedure and the Policy for handling personal information at: [www.studentcomplaints.admin.cam.ac.uk/student-complaints](http://www.studentcomplaints.admin.cam.ac.uk/student-complaints);
* seek advice or support from your College, or the Student Advice Service ([www.cambridgesu.co.uk/advice](http://www.cambridgesu.co.uk/advice)) or another source of advice/support;
* have attempted to resolve any concerns by contacting the relevant department, faculty or service.

**You cannot use this form if you want to complain about:**

* something unrelated to the impact of COVID-19 – instead use the complaint form at: <https://www.studentcomplaints.admin.cam.ac.uk/student-complaints>
* a College matter - use your College’s complaints procedure;
* examination results - use the forms at: [www.studentcomplaints.admin.cam.ac.uk/examination-review](http://www.studentcomplaints.admin.cam.ac.uk/examination-review);
* the behaviour of a student - find the right form at: [www.studentcomplaints.admin.cam.ac.uk/reporting](http://www.studentcomplaints.admin.cam.ac.uk/reporting);
* the Students’ Union – find the right form at: [www.cusu.co.uk/about/complaints](http://www.cusu.co.uk/about/complaints).

**Deadlines for making a complaint:**

* complaints should be made by **Monday 19 July 2021**;
* if you wish the University to consider a late complaint then you will need to include a valid reason and evidence for lateness in addition to your complaint. You will then be informed either that your reason for lateness has been considered valid or that your complaint is out of time.

**Things to remember when submitting a complaint:**

* complete all sections of the form and include all evidence that you wish the University to consider;
* you should not include unnecessary information about other people in your request;
* submit all documents to [StudentComplaints@admin.cam.ac.uk](mailto:StudentComplaints@admin.cam.ac.uk).

You will receive a response, by email, within a week confirming what action will be taken. If you have any questions contact [StudentComplaints@admin.cam.ac.uk](mailto:StudentComplaints@admin.cam.ac.uk).

1. **Complete your personal details**

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| **Surname/Family name:** |  | | | | | | | **Title:** | | |  | | |
| **First/Given name(s):** |  | | | | | | | | | | | | |
| **College:** |  | | | | | | | | | | | | |
| **Email/CRSid:** |  | | | | | | | | | | | | |
| **University Student Number:** | |  |  |  | |  |  | |  |  | |  |  |
| **Degree/Course of study:** |  | | | | | | | | | | | | |
| **Start date of course:** |  | | | | **Year of study:** | | | | | |  | | |
| **Dept/Faculty:** |  | | | | | | | | | | | | |
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| **How are you categorised for fee purposes (e.g. Home, EU, Overseas)? How is your course funded/how are your fees paid?** (Student Loans Company, self-funding, sponsored by X, etc) |  | | | | | | | | | | | | |

1. **Do you require reasonable adjustments to be made to this process or correspondence to be sent to an authorised representative because of your disability** (if yes, please provide details of the adjustments or authorised representative and evidence of your disability)**?**

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1. **What have you missed out on because of the impact of COVID-19? Please give as much detail as you can** (e.g. I missed 3 lectures in X paper, between 25 and 29 November. I missed 1 meeting with my MPhil dissertation supervisor on 9 March. I was unable to use the laboratory on 20 May because it was closed).

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1. **What has happened because of this? How have you been personally affected?**

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**5. What have you done to request repeat, replacement or alternative provision? What, if anything, has the department, faculty or staff members done to put the situation right?**

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**6. If some remedial action has been taken, why has this not resolved the problem for you?**

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**7. Please state what outcome you are hoping to obtain following your complaint. If you are seeking monetary compensation, please explain how this has been calculated.**

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**8. Please provide a list of all items of evidence that you have submitted to be considered as part of the complaint, including any witness statements. You should consider including the terms and conditions of admission which were sent to you when you were offered a place at the University, as well as any course descriptions, statements or written guidance from the University, or prior correspondence with your Department or Faculty, on which you rely in support of your complaint.** The evidence that you supply must be complete, relevant and proportionate.

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| **Evidence** | **Author of Evidence** | **Date of Evidence** | **Relevance of Evidence** |
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**9. Statement by Student (please tick to indicate your agreement with each statement):**

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| I have read and understood the Student Complaints Procedure available at: [www.studentcomplaints.admin.cam.ac.uk/student-complaints](http://www.studentcomplaints.admin.cam.ac.uk/student-complaints) |  |
| I agree to the University handling my complaint and personal information in accordance with the Policy on the use of personal information under the Student Complaints Procedure. This will include sharing a copy of my complaint with staff involved in the complaint, so that they can respond to all aspects of my complaint. |  |
| I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the Procedure. |  |
| I agree that the University may inform my College that:   * I have initiated a complaint; and * the outcome and reasons for the outcome of the complaint.   (You are not required to consent to this statement, it is optional) |  |
| I understand that I should inform you immediately if any part of my review is being dealt with in a Court or Tribunal, or any other body. |  |
| I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge. |  |
| **Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

*Submit this form and all evidence to* [*studentcomplaints@admin.cam.ac.uk*](mailto:studentcomplaints@admin.cam.ac.uk)

*You will receive a formal acknowledgment of your complaint normally within 7 days.*