

CUSTOMER COMPLAINT FORM

For Campus Facilities customers

Before you submit a complaint:

You **should**:

- Read the **Customer Complaint Procedure Summary (for customers)**

You **must**:

- **Complete this form fully**, providing all of the information and evidence you want to be considered; if you are awaiting evidence, state what it is and when you can send it
- **Keep a copy** of your complaint and evidence

Complaint reasons and timescales

- You can use this Procedure to complain about the quality of facilities or services provided by Campus Facilities
- **You cannot use this Procedure for any academic related complaints**
- If a complaint is **not** received within the time limits attached to **each stage of the Procedure**, the complaint will normally be deemed as 'out of time'. The time limits may be waived if good reason can be shown by you which prevented you from bringing the complaint forward within these limits e.g. hospitalisation

How to submit your complaint:

Ensure you complete the relevant form and submit it with evidence.

Early Resolution Stage: submit to the relevant area of Campus Facilities you are complaining about. Details can be found here: <http://www.cardiff.ac.uk/public-information/policies-and-procedures/campus-facilities-complaints-procedure>

Formal Stage: submit by email to: FowlerLM@cardiff.ac.uk or by post to: Director of Campus Facilities, Cardiff University, Southgate House, PO Box 533, Cardiff, CF14 3XZ.

Questions?

Want the form in an alternative format?

**Please contact: residences@cardiff.ac.uk
Tel: 029 2087 4849**

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COMPLETE IN BLOCK CAPITALS OR TYPE

1. PERSONAL DETAILS			
Full Name:		Student Number: (if applicable)	
Email Address:			
Address for correspondence in connection with the complaint:			
Postcode:		Telephone:	
PLEASE NOTE:	The University will communicate with you about your complaint by email (current students will normally be contacted through their University email address only) or by post to the address held on your Student Record (SIMS). Therefore, it is important that you keep your contact details up to date.		

Group complaints

For Data Protection Purposes, each customer party to the group will be required to sign an individual **Group Complaints Consent form** and the appointed Spokesperson is also required to complete a **Group Complaint Members form**. Both forms can be downloaded here:

<http://www.cardiff.ac.uk/govrn/cocom/student/studentcompsept2015/groupcomplaint/index.html>

Are you submitting a Group complaint?: YES NO If you have answered 'YES', please see below:

If you have answered 'YES', please ensure that you have attached the appropriate Group Complaint forms (see above) as the consent of all parties to the group and the completed Group Members form will need to be received by the person managing the complaint prior to accepting the group complaint.

If you have a disability and you require a reasonable adjustment to our student complaint process, please provide details below:

2. REPRESENTATION (Student customers only -- registered students of Cardiff University or former students within 28 days of their formal leaving date)

Students cannot normally be accompanied or represented by someone acting in a legal capacity unless this is requested and agreed as a reasonable adjustment.

The University understands that in exceptional cases students may be unable to make a complaint themselves, for example, due to a health condition and in such cases the student may be represented by a third party. In these cases students are encouraged to appoint an independent representative who is familiar with the University's procedures and processes for example, a Students' Union adviser. For further information please contact Student Advice based in the Students' Union: advice@cardiff.ac.uk or Tel: 029 20781410.

If you think your personal circumstances are exceptional you may request to be represented under any stage of the Customer Complaint Procedure. Your request should be submitted in writing to Campus Facilities. Requests will be considered on a case-by-case basis. Therefore, it is important that you provide a full explanation of the reasons for your request. If the request is approved, you will be asked to sign a consent form. The University will then correspond directly with your representative in relation to the complaint and a copy of all correspondence will be sent to you for information.

Will you be submitting a request to be represented: YES NO If you have answered 'YES', please see below:

If you have answered 'YES', your complaint (Early Resolution (in writing) Stage or Formal Stage) must be submitted with your request to be represented.

3. COMPLAINT STAGE

Please indicate below which stage you are submitting your complaint under

Early Resolution

YES NO

OR

Formal Stage

You are normally expected to complete the Early Resolution Stage before submitting a Formal Stage Complaint unless you consider your complaint to be of a serious nature. Please see the Customer Complaint Procedure - Summary for further information:

If on submission of your complaint, we think your complaint should be managed under the Early Resolution Stage, we will let you know.

YES NO

4. COMPLAINT DETAILS:

(Use additional sheets, if necessary)

Please note that if the reason for your complaint is not clear this form will be returned to you with a request for clarification which must be answered within 7 calendar days.

4.1 Outline of your complaint, including dates of actions.
Please:
a) Attach any correspondence that you have had concerning your complaint and all other relevant documentation/evidence
b) Attach any decision you have received at the Early Resolution Stage of the Procedure (if applicable)

4.2 Please explain the actions you have taken to resolve your complaint, including who you have approached and when.

4.3	Please explain why you are not satisfied with the response you have received (if applicable).		
4.4	Please indicate what outcome or further action you are seeking.		
4.5	Please list below the relevant documents you are enclosing which must include all correspondence and evidence provided and received under the Early Resolution Stage (if applicable) of the Student Complaint Procedure as well as any further evidence you may wish to be taken into consideration.		
Date of Evidence	Document Type (e.g. Medical Certificate, Counsellors Letter, Police Report, Death Certificate, etc.)	Period Covered by Evidence	Is the Evidence Attached?

5. DECLARATION
<p>I declare that the information given is to the best of my knowledge true, and that I would be willing to answer further questions relating to my complaint if necessary.</p> <p>Signed: _____ Date: _____</p>

In order to improve the quality of the facilities and services delivered at Cardiff University the information you provide will be held on a secure complaints database in accordance with the Data Protection Act 1998. The database will be restricted to only those staff involved in administering your complaint and any reports derived from it for the purpose of monitoring our services, will be fully anonymised.