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| **The University was pleased to host events for graduates to celebrate their achievements, with their cohort and guests****.**  **If you would like to raise a concern about your experience at the event/s, you can raise this under the Student Complaints Procedure****. Complaints about the graduation events will be considered under stage 2 of the Procedure.**  **Before you submit a complaint, you should:**   * Read the Student Complaints Procedure at:  <https://www.cardiff.ac.uk/public-information/students-applicants/complaints> * Consider seeking independent, confidential advice from Student Advice in the Students’ Union who can support you in making your complaint: contact them on 02920 781410 or [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk) or visit [www.cardiffstudents.com/advice](http://www.cardiffstudents.com/advice)   **Timescale:**  Complaints about the Graduation 2022 events will be accepted within 28 days of the date of your graduation event i.e., Wednesday 20 July, Thursday 21 July and Friday 22 July 2022. You must submit your complaint **no later than 28 days from the date of your graduation event.**  Your complaint must be submitted by sending your completed form to [studentcomplaints@cardiff.ac.uk](mailto:Studentcomplaints@cardiff.ac.uk) and it will be considered under stage 2 of the Student Complaints Procedure.  This form has been developed specifically for concerns arising out of the graduation events. For students graduating in 2022, if you have concerns that you wish to raise regarding anything other than graduation, please [refer to the process on the intranet](https://intranet.cardiff.ac.uk/students/student-voice/make-a-complaint). Please note that services provided by the gown and photographer suppliers, or the Principality Stadium premises and staff fall outside this procedure and should be directed to the company directly. |
| If you are a disabled student and require adjustments to this procedure to be able to fully engage with the process, please contact [studentcomplaints@cardiff.ac.uk](mailto:studentcomplaints@cardiff.ac.uk) to identify reasonable adjustments which may be made to support your engagement. [Tel: 029](Tel:029) 20876628. |

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| **1. PERSONAL DETAILS** | | | | |
| **Full Name**: | |  | **Student No:** |  |
| **Programme and Year of Study:** | | | **Email Address:** | |
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| **PLEASE NOTE:** | The university will communicate with you about your complaint using the email address on your SIMS record (class of 2022) or alumni record (class of 2021 and class of 2020). Therefore, it is important that you keep your contact details up to date.  Class of 2022 – information about how to update your personal information on SIMS is available here: <https://intranet.cardiff.ac.uk/students/study/changes-to-your-studies/changes-to-your-personal-details>  Class of 2021 and 2020 – please advise both Registry Operations: [registrysupport@cardiff.ac.uk](mailto:registrysupport@cardiff.ac.uk) and the Alumni office [alumni@cardiff.ac.uk](mailto:alumni@cardiff.ac.uk) of your updated email address. | | | |
| **2. GROUP COMPLAINTS**  Are you submitting a Group complaint? **YES**  **NO**  If you have answered ‘YES,’ please complete Section 5.  Note: Group complaints can be submitted if they relate to the same event and circumstances. | | | | |

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| **3. REPRESENTATION** |
| **Students/graduates 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/graduates 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/graduates 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](mailto:advice@cardiff.ac.uk) or Tel: 029 20781410.  You will need to provide formal consent for us to communicate with your representative. 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 represented? **YES**  **NO** - If you have answered ‘**YES**,’ please complete and submit the [form of authority](https://intranet.cardiff.ac.uk/intranet/students/documents/your-rights-and-responsibilities/Form-of-Authority-to-appoint-representative-in-Student-Complaints-Procedure.docx) or email [studentcomplaints@cardiff.ac.uk](mailto:studentcomplaints@cardiff.ac.uk) to request a form. |

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| **4. COMPLAINT**  Please provide details of your complaint, including the date and location of the graduation event about which you are complaining | | |
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| Please explain the steps you took to raise these concerns on the day of the event | | |
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| Please indicate what outcome you are seeking. | | |
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| Please list any documents you are enclosing to support your complaint. This should include previous correspondence and any further evidence you may wish to be taken into consideration. **(If evidence is not available say when it will be available)** | | |
| **Date of Evidence** | **Document Type** | **Is the evidence attached?** |
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| **5. GROUP COMPLAINTS**  If you have answered ‘YES’ to Section 2, please ensure that you have attached the appropriate Group Complaint forms as the consent of all parties to the group and the completed [Group Members form](https://www.cardiff.ac.uk/__data/assets/word_doc/0003/2638038/Graduation-List-of-Group-Form-19072022.docx) will need to be received by the person managing the complaint prior to accepting the group complaint.  For Data Protection purposes, each student party to the group will be required to sign an individual [**Group Complaints Consent form**](https://www.cardiff.ac.uk/__data/assets/word_doc/0007/2638033/Graduation-Group-Spokesperson-Form-19072022.docx) and the appointed spokesperson is also required to complete a [**Group Complaint Members form**](https://www.cardiff.ac.uk/__data/assets/word_doc/0003/2638038/Graduation-List-of-Group-Form-19072022.docx). | | |

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| **6. DECLARATION** |
| I am submitting this complaint under the Student Complaints Procedure and understand that the university collects and processes the information provided to investigate the concerns I have raised.  All information and documentation provided is complete and represents an accurate and true reflection of the circumstances that led to my complaint. I understand that by submitting this form, I authorise the university to handle relevant personal data and details about me which may include sensitive information (e.g., relating to my health, disability etc.) in order to deal with my complaint effectively. I am aware that such information will only be shared, in confidence, where it is necessary and reasonable to do so as part of a full and fair investigation.  Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**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 legislation. 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.**