

# PETERHOUSE

## Junior Members' Complaints Procedure

### Stage 3 (Formal Process): Application form

Before completing this form, please read the Junior\_Members' Complaints Procedure.

[http://www.pet.cam.ac.uk/sites/default/files/junior\\_members\\_complaints\\_procedure.pdf](http://www.pet.cam.ac.uk/sites/default/files/junior_members_complaints_procedure.pdf)

The submission of this form and documentary evidence initiates Stage 3, the formal stage, of the Procedure.

Students should exhaust informal routes before making a formal complaint; if they seem not to have been exhausted a formal complaint may be referred back for informal resolution. You should only submit this form if either (i) you are dissatisfied with the way the complaint has been dealt with at informal stages, or (ii) if you believe the substance of the complaint is such that attempted informal resolution is inappropriate. Consequently this form asks for details of the action taken so far to resolve the matter.

You are advised to discuss the written statement of the complaint with an appropriate advisor or Tutor.

Send the form to: The Senior Tutor, Peterhouse, or the Master, The Master's Lodge, Peterhouse (cf Junior Members Complaints Procedure 3.2).

Surname/Family name: \_\_\_\_\_ Title: \_\_\_\_\_

First/Given name(s): \_\_\_\_\_

Address for correspondence (if not College):  
\_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_@\_\_\_\_\_ Tel.: \_\_\_\_\_

University Student no.: 

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Status in University (tick as applicable):  Undergraduate  Graduate Student

Degree/ Course of study: \_\_\_\_\_

Start date of course: \_\_\_\_\_ Year of study: \_\_\_\_\_

Dept./Faculty: \_\_\_\_\_

Specify Department/persons about which/whom the complaint is made:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

1. Set out clearly and concisely the nature and key points of your complaint. Describe what has happened to give rise to the complaint and state what you think the College has done wrong, or has failed to do, in the discharge of its duties towards you – to include key events, dates and other details.

**NB:** Your complaint ***MUST*** be summarised here, even if you attach other documents. If you do not do so, the form may be returned to you, and the review delayed. A Reviewer may only consider matters of complaint that are clearly articulated in this statement.

[Suggested length: *max.* 500-750 words]

[1. – *cont'd*]

[Empty response box for item 1]

- 2. State what steps you have taken to resolve your complaint informally (under Stage 2, Informal Process) and explain why you are dissatisfied with the outcome. (Give details of who you have approached, with dates and copies of relevant correspondence.) Or , if applicable, state why you believe that informal resolution is inappropriate .**

[Empty response box for item 2]

3. Provide here a list of any attached documentation (or use a separate sheet). Attach documentary evidence (please number/paginate attachments and, if appropriate, provide a brief summary/chronology of key events); ensure the evidence is relevant, complete, and includes any material specifically referred to in 1. or 2. above.

4. State what action you would like to be taken, or what remedy you are seeking, in relation to the matters of complaint.

5. Name and contact details of any witnesses who will corroborate the matters of complaint. Attach a written statement from each to say that they have given their consent.

6. Name the person (e.g. adviser or friend), if any, who has agreed to accompany, support or represent you at any meeting or hearing of the complaint.

7. Statement by Student

I have read the College's Junior Members Complaints Procedure and confirm that I would like this complaint to be considered under Stage 3 (Formal Process).

I understand that:

- the College may need to handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively;
- the College may need to exchange information about my complaint with others within the University and with other persons and organisations (for example, to collect relevant information or establish facts relating to my complaint);
- I should inform you immediately if any part of my complaint is being dealt with in a Court or Tribunal, or by another 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:** \_\_\_\_\_

*Receipt of your complaint will normally be acknowledged within ten working days. The complaint will usually be referred to a Junior Members Complaints Committee. The written statement of complaint may also be referred to any person or University institution concerned, so that they can, if they wish, make a written response, to be considered by the Junior Members' Complaints Committee.*

*An indicative timetable for the review of the complaint will be drawn up. The timescales involved may depend on the complexity or gravity of the complaint, but in most cases the College would expect that the formal stage of the Junior Members' Complaints Procedure should normally be concluded within about three months or one term of receipt of the complete written statement of complaint.*