**COMPLAINTS PROFORMA**

This form should be used to submit a formal complaint. It is designed to assist you in compiling a concise written account of the nature of the complaint you have and what you would like the outcome of your complaint to be. If you feel completing the form may be difficult you should seek advice and help from your personal academic tutor, college student support staff and HISA student representative.

You should try to be objective and think carefully about the nature of the complaint and an acceptable resolution before completing the form.

**YOUR CONTACT DETAILS**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name:** |  | | | | | | | | |
| **Student reference no:** |  |  |  |  |  |  |  |  |  |
| **Course name:** |  | | | | | | | | |
| **Contact address:** |  | | | | | | | | |
| **\*Email address:** |  | | | | | | | | |
| **Telephone number:** |  | | | | | | | | |

\*Please note that, where possible, email communication will be used to correspond with you during the complaints process.

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| **1. Please describe the nature of your complaint:** |
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| **2. What do you feel would be an acceptable resolution to your complaint:** |
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| **3. List any documentary evidence below to support your complaint and attach copies to the form. Keep any original documents safe and secure.** | | | |
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| **4. Please use this box for any further comments you may have:** | | | |
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|  | | | |
| **Signed:** |  | **Date:** |  |

Formal complaints should be sent to the quality manager at your college or the university Secretary, either by post or email.

A copy of this complaint should also be sent (by post or email) to:

**Dean of Students**, University of the Highlands and Islands, Executive Office, Ness Walk, Inverness, Scotland, IV3 5SQ   
Email: [complaints@uhi.ac.uk](mailto:complaints@uhi.ac.uk)