

**NEWMAN UNIVERSITY**

**Members of the Public Complaint Form**  
**STAGE 2: Investigation**

This form is to be completed by a member of the public who wishes to make a complaint under Stage 2 of the Complaints Procedures if the complainant remains dissatisfied with responses received under Stage 1 (or an investigation is required in the first instance).

Please email completed forms to: [complaints@newman.ac.uk](mailto:complaints@newman.ac.uk)

Please ensure that you have read the University's Complaints Procedures (<http://www.newman.ac.uk/policies/2288/complaints-policies>).

If you require this information in another format or require any support completing the form, please contact by e-mail at: [complaints@newman.ac.uk](mailto:complaints@newman.ac.uk)

**Complainants are advised that anything appearing in this form will be disclosed to the subject of the complaint during the course of any investigation and are advised to exercise caution regarding use of language and avoid personal abuse.**

Please be clear and concise when completing the form.

PERSONAL DETAILS:

Full name: .....

Relationship with the University: .....

Email: .....

Telephone number: .....

Contact Address: .....  
.....  
.....  
.....

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**Your Complaint:** What does your complaint related to? Please provide details

(Please continue on separate sheets as necessary – put your name and/or student number on all additional sheets)

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What attempts have you made at resolving this informally (frontline resolution)

Please provide details of:

- (i) the action you have taken to try to resolve your complaint informally including names of people contacted, dates contacted etc. and
- (ii) why you are unsatisfied with the response you have received

**Supporting Evidence:** Please list below the evidence you are attaching to support your complaint

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How would you like your complaint to be resolved? Please state clearly, without prejudice, what outcome or further action you are expecting.

**Declaration:** I confirm that the information provided on this form and any support documents are true to the best of my knowledge and belief.

Please note: by signing this form, you are authorising the investigation of your complaint.

Name..... Signature.....

Date.....  
(Please print clearly)

Please submit your form and supporting documentation to: [complaints@newman.ac.uk](mailto:complaints@newman.ac.uk)