**STUDENT FORMAL COMPLAINTS FORM**

**Date:**

**Full name: College/Department:**

**Email: Phone:**

1. **NATURE OF COMPLAINTS**

**Please set out the reason(s) why the complaint is being made and specify:**

1. **who or what is being complained about;**
2. **the events that took place in chronological order; and**
3. **the consequences that you believe you have suffered as a result.**

***Notes: Please use an additional sheet, if necessary, N.B. Should you wish to provide additional supporting documents, please attach with this form.***

1. **INFORMAL RESOLUTION** (an outline of the action you have taken so far)

If you have already taken steps to resolve your complaint informally, please outline these below: (if you have not taken these steps, please skip this part).

**Please state what action you would like to be taken and any suggestions of resolution or remedies to resolve the complaint to your satisfaction.**

* **Who did you discuss this with to try and resolve informally? The consequences that you believe you have suffered as a result.**
* **Why do you remain dissatisfied with the response to your Stage 1 complaint?**

**DESIRED OUTCOMES**

All complaints will be kept confidential and shared only with those involved in investigating the complaint, responding to it, and communicating with you, unless there is a significant risk of harm to you or others. To ensure fairness, the parties involved in the complaint have the right to be informed of all the relevant details.

I hereby declare that the information provided is true and correct.

**Signature:**

**Full name:**

Please send the completed form to [connect-sam@vinuni.edu.vn](mailto:connect-sam@vinuni.edu.vn).

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