

Hull University Union Complaints Form

Section about complaints process/commitment to resolving issues/etc.

About You	
Name	
Address	
Email Address	
Telephone No.	
Student No. <i>If a UoH student</i>	

What is your complaint about? (please tick all that apply)	
The services, facilities or products provided by HUU	
The conduct of an employee at HUU	
The conduct of an elected Student Officer	
The misconduct or behaviour of a member of HUU, using facilities, premises and services or attending events organised by HUU or an HUU student groups	
Materials or documentation produced by HUU or HUU student groups	
Actions contrary to the Constitution, Bye-Laws or other governing documents of HUU.	
An external organisation or visitor delivering a service for HUU	
Disadvantage arising from opting out of HUU membership	
Other	

Your Complaint

Have you raised this matter with a member of HUU staff Student Officer? *If yes, please state who and the date raised.*

What was the outcome of raising this matter with a member of HUU staff / Student Officer?

Details of your complaint

Please provide as much detail as possible about your complaint.

Attempts at Resolution

Please summarise your attempts to resolve your complaint informally.

How would you like your complaint to be resolved?

Signed:

Date:

Completed complaint forms should be emailed to HUU Executive Support Co-ordinator E.Normington@hull.ac.uk or returned to the reception desk on the Ground Floor in Student Central, University of Hull, Cottingham Road, Hull, HU6 7RX.

We aim to respond to all complaints within 15 clear days of receiving this form.

HUU Office Use Only

Date received:

Date acknowledgement sent:

Date response sent:

Outcome: