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| **STUDENT COMPLAINT**  **REVIEW FORM** | **Yellow letters on a black background  Description automatically generated** |

**Student Complaint Review Form - Stage 3**

Dublin City University (DCU) commits to providing students with a positive and excellent university experience and a professional standard of service. Additionally, DCU continuously seeks to improve the student experience, and students should feel comfortable raising their concerns and seeking a resolution to any complaint. We acknowledge from time to time that DCU units/staff members may not meet the expected standards, and students may wish to raise concerns. The University will process the issues raised by a student in accordance with the general principles of natural justice and fair procedures. **Please read the *Student Complaint Policy and Procedures* in conjunction with this form.**

# details of stage 3 complaint (completed by complainant)

|  |  |
| --- | --- |
| Date: |  |
| Details of Complaint | **Submit copy of original complaint and any supporting documents. Use the checklist below and submit relevant documents.**  Initial Complaint (Stage 1)  Initial Response  Stage 2 Complaint Form Completed  Formal Response from Head of Unit/School |
| Outline what action was taken in Stage 2 | **Outline what parts of the complaint remain unresolved from Stage 2 of the complaint procedures.** |
| What resolution do you wish to see happening in relation to this complaint? |  |

# Office use only (completed by manager/director/dean)

|  |  |
| --- | --- |
| Case Number |  |
| Name of Recipient of Complaint |  |
| Date of Report |  |
| Action Agreed | **Note details below of all actions agreed and steps being taken.** |

# definitions

**Complaint**

 "*A complaint is an expression of dissatisfaction by one or more DCU students about a DCU staff member or unit's action or lack of action, or about the standard of service provided by or on behalf of a DCU staff member/unit*".

**FURTHER INFORMATION**

**DCU Student Support and Development**

<https://www.dcu.ie/sal> Tel: 01 700 7165 / [student.support@dcu.ie](mailto:student.support@dcu.ie)

**Student Policy and Procedures Contact:**

Deirdre Moloney, Student Policy Officer, [deirdre.moloney@dcu.ie](mailto:deirdre.moloney@dcu.ie) / Tel: 01 700 6157