**MARBELLA INTERNATIONAL UNIVERSITY CENTER**

**STUDENT COMPLAINT FORM STAGE I**

Once completed submit this form with all relevant evidence to registrar@miuc.org

Advice on completion of the form can be obtained from the Academic Office. Email: beata@miuc.org or Telephone +34952860000

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| 1. **Contact Information**
 |
| Contact Address |  |
| MIUC email | @miuc.org |
| Alternative email |  |
| Phone Number |  |

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| 1. **Your Details**
 |
| Full Name |  |
| Student Number |  |
| Course |  |
| Level of Study  | (delete as appropriate) ⃝ Undergraduate ⃝ Postgraduate |

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| 1. **Your Complaint**
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| Please set out the main points of your complaint, including dates of incidents, persons involved and attach any relevant documents, for example email correspondence. If you require more space, continue on a separate sheet of paper, which you must attach to this form.  |

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| 1. **Supporting evidence**
 |
| Please attach any relevant documents, for example, email correspondence, to this form.Please list below the evidence you are attaching to support your complaint:  |

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| 1. **Actions you have taken**
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| Please outline what steps you have taken to resolve your complaint informally, including details of staff members you have involved. Please provide the reason(s) why you are not happy with the outcome of their actions and the response received  |

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| 1. **Declaration**
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| * I have read and understood the Student Complaints Procedure.
* I declare that the information given in this form is true and accurate to the best of my knowledge.
* I am willing to answer further questions relating to this matter if required.
* In order for this complaint to be investigated without prejudice I give my consent for:
* The University to use the information provided on and with this form to investigate my complaint and the details to be provided to relevant schools or support services within the University if necessary to conduct a thorough investigation.
* Any member of staff mentioned in my complaint to be made aware and given the opportunity to comment.
* Any person about whom the complaint is made to be supplied with the copy of my complaint and supporting evidence.
* Students can be expect a complaint to be investigated without prejudice, any member of staff mentioned in your complaint will be made aware and they will have the opportunity to comment.
* Anonymous complaints will not be accepted under this procedure.
* Should you wish not to disclose your identity to a person/group of people against whom you have made your complaint, please tick this box [ ]  .
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| **Student’s Signature:** | (Please type in your name if completing this form electronically) |
| **Date:** |  |
| **Representative’s signature**(if applicable) **:** |  |
| **Date:** |  |