**Marbella International University Center**

**STUDENT COMPLAINT FORM FORMAL STAGE II**

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

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

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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. **Actions you have taken**
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| Please outline what steps you have taken to resolve your complaint, staff members you have involved and why you are not happy with the response received.  |

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| 1. **Requested Outcome**
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| Please indicate, what outcome you are expecting in order to resolve your complaint.  |

**Declaration**

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.

Signed:…………………………………………………………………………………………………………………………………………………

Date:……………………………………………………………………………………………………………………………………………………

**Notes:**

The university will use the information provided on this form to investigate your complaint. The details will be provided only to those schools or support services within the University as necessary to conduct a thorough investigation.

Students can 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 [ ]  .