

Appendix Two



Hull York Medical School Formal Complaints Form

This form is to be used by all students who wish to submit a Formal Complaint to the HYMS Head of Quality and Standards under the Code of Practice on Investigation and Determination of Complaints.

It is assumed that in making a formal complaint the student will have first taken their complaint through the informal stage if appropriate.

All students are strongly encouraged to seek help in submitting this complaint form, and should do so from either the Students Union in Hull and York and/or also the HYMS Student Support Office.

Name of Complainant

UCAS Number

Year of Study

Email Address for
correspondence

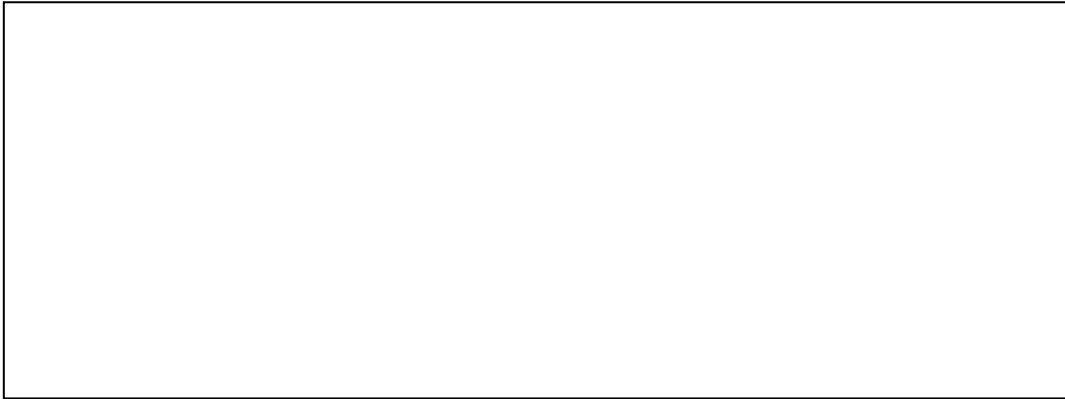
Date of Complaint
Submission

- I. **Description of your complaint** – Please provide details of the cause of your complaint
– what are your concerns

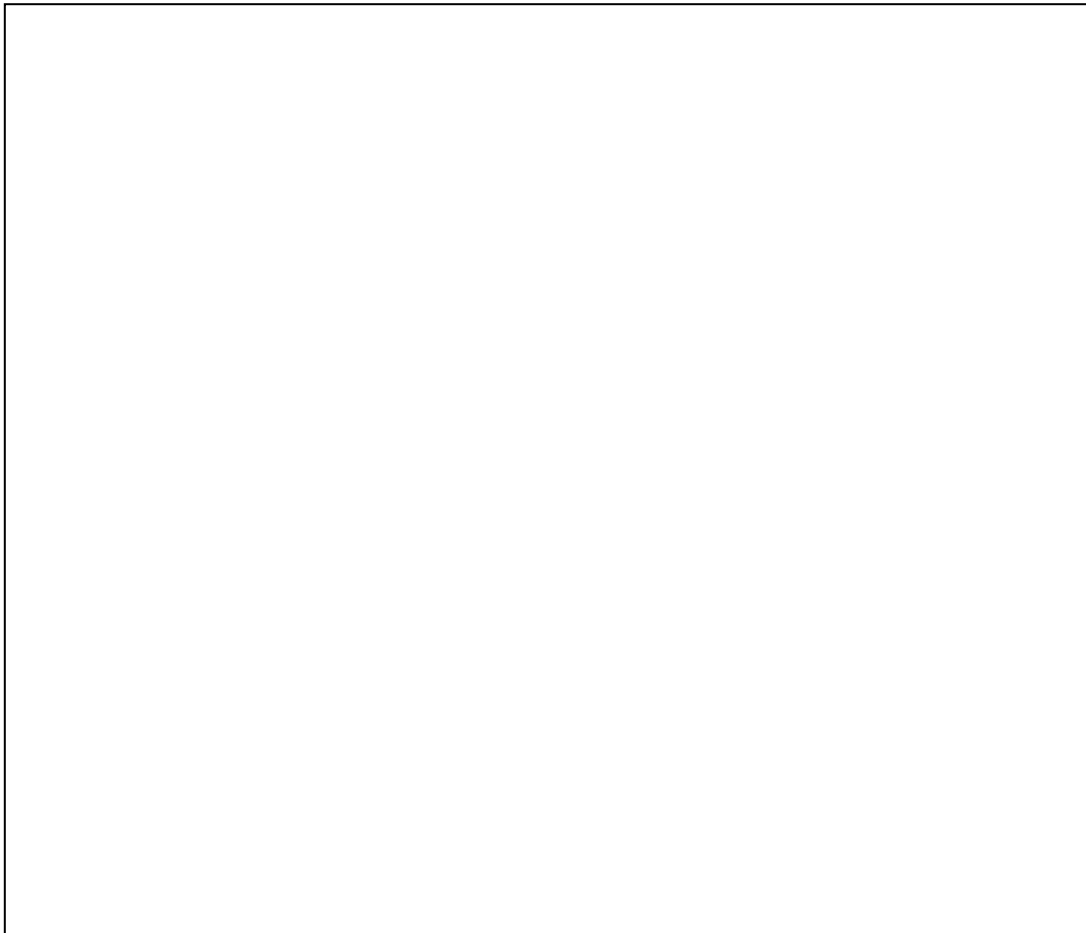
2. **The history of your complaint at the informal stage** – please provide the following:-

- A description of the steps you have taken to resolve this matter informally.
- Details and names of the people with whom you have raised this complaint informally
- The outcome of the complaint at an informal stage
- Reasons why you feel that your complaint remains unresolved.

3. **Additional documents** – please list any additional documents you are submitting in support of your complaint



4. Please tell us what action you seek, and why you believe this action is appropriate



Please send your complaint to the HYMS Head of Quality and Standards at complaints@hyms.ac.uk