## Form TC1

## TALENT Complaints Form - Formal Resolution

Before completing and submitting this form you should:

1 Read the [TALENT Appeals & Complaints Policy and Procedure](https://teaching.shu.ac.uk/talent/appeals-and-complaints/) carefully.

2 Make sure that you have already attempted to resolve your concern with a relevant member of TALENT staff via Early Resolution.

3 Consider whether it is appropriate to submit an appeal rather than a complaint.

If you decide that it is appropriate to complete this form now, you should think about:

* why your concerns have not already been resolved
* how to explain your complaint clearly and with relevant detail
* what supporting documents might be relevant (e.g. copies of emails, notes of meetings, references to TALENT procedures, etc.);
* what outcome you want from this complaint (e.g. apology, change of a process, additional or replacement support).

Should you have any specific requirements relating to a disability or specific learning difficulty please inform us of any adjustments you feel you need to access this process. You can contact us via email talent@shu.ac.uk

All information submitted in relation to issues raised will be dealt with confidentially and will only be disclosed to those involved in resolving the complaint.

## 1. Contact details

|  |  |
| --- | --- |
| Name and title |  |
| Job title |  |
| College/Dept or Directorate  |  |
| Staff ID number |  |
| Email |  | Telephone |  |

## 2. Summary of your complaint

Please make a full statement of your complaint in the space below. You may continue on additional sheets if necessary. Be as specific as possible, referring to dates, times, individuals and decisions where appropriate. If you have any documents, papers or similar which you want us to take into account when considering your complaint, please list them under Section 5 and provide them with this form.

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## 3. How have you tried to resolve your issues so far?

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| a) Which members of the TALENT Scheme have you raised your concerns with? |
| b) When did you raise your concerns? |
| c) What was the outcome and why are you dissatisfied with it? |

## **4. Outcome**

If your complaint is upheld what outcome would you consider reasonable?

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## **5. Documentary Evidence**Please list below the documentary evidence you have provided with your complaint. The documentary evidence you provide will only be made available to specific staff, if necessary, to enable the complaint to be investigated and for an outcome to be reached.

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|  |

## **6. Signature**

I certify that the information I have provided is correct to the best of my knowledge and I give my consent for appropriate staff to have access to the information provided in support of this complaint. I understand the information I provide will only be shared with those parties directly involved in the investigation and the outcome of the complaint, and as necessary to progress the complaint, and as required by law.

Signed:

Date:

## **7. How to Submit this Complaint**

Please send your complaint and supporting documentary evidence as attachments to:
! SETL Teaching & Learning Operations