



## THE CYPRUS INSTITUTE OF MARKETING

### STUDENT COMPLAINT FORM

This form is to be completed only after exhausting all options under the informal process in the Student Complaints Procedure. This form should be completed and sent to your Course Leader within two weeks of the incident. If the matter involves an incident outside of the academic arena, please submit to the appropriate department head. **COMPLETE IN BLOCK CAPITALS OR TYPE.**

#### DETAILS OF COMPLAINT – (TO BE COMPLETED BY STUDENT)

Full Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

Programme: \_\_\_\_\_

**Contact Information:** (if this is a group complaint, please attach contact information for each of the complainants on a separate sheet of paper)

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Complaint details, including date/time of the incident, names of the parties/departments involved, and a list of any witnesses.

A large, empty rectangular box with a thin black border, intended for the user to enter the details of a complaint as specified in the text above. The box is currently blank.

Please indicate the steps taken thus far to resolve the issue:

Please indicate your expected resolution:

**Declaration**

I declare that the information contained in this form are true and accurate and I wish to request a formal inquiry into the matter.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**This section to be completed by staff**

Date of Receipt: \_\_\_\_\_  
(*must be within 5 working days of receipt*)

Date of Acknowledgment: \_\_\_\_\_

Investigator: \_\_\_\_\_

Date of Completion: \_\_\_\_\_

Outcome Letter Sent: \_\_\_\_\_

Ruling on Complaint:

Upheld

Partially Upheld

Not Upheld

Details of Decision/Hearing:

*Once the complainant has been advised of the outcome of the investigation, a copy of this form and a copy of the letter advising the complainant of the outcome should be sent to the Academic Registrar for inclusion in the student's file.*