

COMPLAINT FORM FOR BOURNEMOUTH UNIVERSITY APPLICANTS USING AN EDUCATION AGENT

This form is only for the purpose of submitting a formal complaint by the applicant in accordance with [Bournemouth University Education Agent Complaints Process](#). Please read this process before completing the form.

Where appropriate, following informal attempts to resolve a matter of complaint (Stage 1), students may raise a formal complaint (Stage 2) to the University by completing this complaint form.

If you have any queries concerning the completion or submission of this form, please contact international@bournemouth.ac.uk

1.	Personal Details	
	Full Name:	BU Application ID No:
	Degree or programme applied for:	Year of study:
2.	Contact Information: <i>(Please note that this is the address the University will use while consideration of the complaint is underway)</i> <i>(Please tick the preferred method of communication, if any)</i> Address: Phone number (daytime): Email address:	
3.	Education Agent Details	
	Agent Organisation name:	Agent Country:
	Counsellor/advisor name:	When did the agent start supporting your application:

4.	Complaint Summary Please provide a clear and concise (no more than 500 words) statement of the main issues or areas of dissatisfaction to be investigated including the dates of key events.
5.	Informal Complaint Action (Stage 1) Please describe steps taken to informally resolve your complaint prior to making a formal complaint. Where an informal resolution was proposed, please state why it was not satisfactory. If you did not attempt to resolve your complaint informally, please describe why the informal action was not appropriate? <i>(Note: in certain cases, the University may decide that attempts at informal resolution have not been fully considered and will notify you what further actions may be required.)</i>
6.	Preferred Outcome Please describe what action(s) you wish to see taken to address your complaint. Please note that any expression of preferred outcome will not prejudice our consideration of your complaint.

7.	Additional Complaint Information Please, if necessary and as briefly as possible, provide relevant and significant details about main issues leading to the complaint and their impact on you. <i>(Note: details provided in this section may not be directly responded to but will be considered as they relate to the main issues identified in the complaint summary.)</i>		
8.	Supporting Information Please provide a list of all information submitted in support of your complaint. <i>(Note: Relevant information (e.g. emails, letters, etc.) should be submitted as evidence of the main issues in the complaint summary and informal resolution attempts you made. You should make specific references to evidence submitted.)</i>		
9.	Declaration and Submission I confirm that: - the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information. - I have read and understood the BU Education Agent Complaints Process. - I have submitted this complaint following completion of the informal stage (Stage 1) or I have provided reasons for why I did not consider informal resolution appropriate in the circumstances. I understand that in order to investigate my complaint, any members of staff referred to in the complaint will be made aware of the contents of this form and additional information and, if necessary, will have an opportunity to comment on them as part of the complaint investigation. I understand that the investigating officer on behalf of Bournemouth University will retain a record of that investigation. <table border="1" data-bbox="231 1704 1447 1803"> <tr> <td data-bbox="231 1704 1102 1803">Signed:</td> <td data-bbox="1102 1704 1447 1803">Date:</td> </tr> </table>	Signed:	Date:
Signed:	Date:		
	When you have completed all sections, please submit this by email together with any supporting information to international@bournemouth.ac.uk You should normally expect an acknowledgement of receipt within 5 working days of sending this form.		