

COMPLAINTS PROCEDURE FEEDBACK FORM

Please complete and return this form to Institutional Compliance, University of East London, Docklands Campus 4-6 University Way London E16 2RD or via email to complaints@uel.ac.uk

The information you provide us with will be used to help us make improvements to our procedure and the way in which complaints are handled in the future. All information provided will be dealt with in the strictest confidence and any reports on the feedback received will not identify names.

(Optional) Name:

Date:

- | | | |
|--|--|---------------------------------------|
| 1. Were the timelines published in our Complaints Procedure observed? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| 2. Was the information provided regarding our Complaint Procedure clear? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| 3. At what stage of the complaints process was your issue resolved? | | |

Stage 1 / Formal Stage / Review Stage / Panel Stage

- | | | |
|---|--|---------------------------------------|
| 4. Do you think the Complaints and Appeals Officer... | | |
| Acknowledged the complaint in time | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| Handled the query professionally | <input type="checkbox"/> | <input type="checkbox"/> |
| Appeared knowledgeable and competent about the relevant policies and procedures | <input type="checkbox"/> | <input type="checkbox"/> |

5. Please provide any additional comments or suggestions that you wish to make:

Thank you for your feedback.