

**Formal Complaint Form**

This form has been drafted to submit Formal Complaints to the Business Gateway Manager, as outlined in the University Complaints Procedure.

It is assumed that in making a formal complaint you will first have taken your complaint through the informal stage – as close to the source of your problem and up to the Head of the relevant department. Please be aware that the University takes a strong view about complaints which it finds to be frivolous, vexatious or malicious.

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| Name of complainant (your name) |  | Business Name  (If applicable) |  |
| Address for correspondence |  | Contact telephone number |  |
| Email address |  | Date of complaint submission |  |

**1. Description of your complaint**

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| Please provide details of:  1. The background to your complaint, including stating the relevant facts and events involved chronologically, together with relevant dates;  2. The issue(s) which you wish to be considered.  If you have several issues, please list these and provide details of each separately. |
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**2. The History of your Complaint at the Informal Stage**

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| Please provide details of how you have raised these concerns so far including:   1. A description of the steps you have taken to resolve this matter informally, for example by raising it with the head of the relevant department, administrative section or college; 2. Details and names of the people with whom you have raised this complaint informally and the outcome of the complaint at the informal stage; 3. The reasons why you feel that your complaint remains unresolved. |
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**3. Additional documents**

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| Please list any additional documents or other evidence you are submitting in support of your complaint. |
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**4. The remedy you seek**

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| Please tell us what remedy you seek and why you believe this remedy is appropriate. |
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Please send your complaint to the Business Gateway Manager

IC2 Keele University Science Park

Gateway Manager, SIH,   
Keele University,   
ST5 5AA

Or e-mail: gateway@keele.ac.uk

If you submit your complaint in hard copy please sign here to verify that it is from you.

Your signature……………………………………….…………….. Date …………………………………………