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| Maynooth-University-Logo_CMYK_AW | **Ollscoil Mhá Nuad**  **Maynooth University** |

**How to make a complaint about another student.**

This document is guidance intended to assist a student in making a complaint about another student.

Making a complaint is the first step in a university disciplinary process. It is possible that the university may take disciplinary action as a result of this. While most cases are dealt with internally, we involve the Gardai where we believe that to be appropriate. It is also possible that a case could progress to an external forum, such as the ombudsman, or to a court.

When you make a complaint, the university will examine the complaint and then decide (i) if the action is a breach of the university regulations, (ii) if there is sufficient evidence to support the allegation, and (iii) if the incident is sufficiently linked to the university to make it proper for the university to investigate.

The next step is usually for the university to contact the person about whom the complaint is made, and seek a response. We normally try not to reveal the name of the complainant initially, but in some cases it is obvious. In any case you should understand that if the matter progresses, for example to a disciplinary hearing, the person may be entitled to see the complaint and know the identity of the complainant.

The following template is intended to guide you in making a complaint in a clear manner. Please feel free to adjust the format as appropriate. Each section can be expanded as needed, and you can leave a section blank if it is not relevant.

## Your name and contacts

|  |  |
| --- | --- |
| Your name |  |
| Your student number |  |
| Your email address |  |

**The person about whom you are complaining**

|  |  |
| --- | --- |
| Name |  |
| Student number |  |
| Email address |  |
| Other identifying information (year, subjects studied, address). |  |

Why we want this: We need to know who the person is, to be sure we are contacting the right person. We use student number as the unique identifier. If you don’t know this, the other information becomes important to help us identify the person.

If your complaint involves more than one person, you can duplicate this table.

**The nature of the complaint:**

|  |  |
| --- | --- |
| What is this complaint about. Eg: “assault”, “damage to property”, “harassment”, “cheating in assessments” |  |
| Date and time when the incident occurred. |  |
| Location where the incident occurred (if online, please indicate which forum). |  |
| Do you believe the incident is a criminal offence? |  |
| Was the incident reported to the Gardai? If so, please supply details and date of report. |  |
| Was the incident reported elsewhere in the university (to security, to the Department, etc). |  |
| If so, please give details, and dates. |  |

## Please describe the incident or actions which are the basis of your complaint.

Note: In this section you should provide a clear explanation of the complaint. You should be as specific as possible about dates, times and exactly what happened. It is normally better to state the facts and avoid making judgements. For example “he seemed to be staring at me and it made me uncomfortable” is a factual statement. On the other hand a statement that “he was staring at me in a deliberately hurtful way” is making an assumption about what the other person was thinking which is difficult to support.

If your complaint has multiple parts, please describe each part. In that case please provide evidence for each part of the complaint, and please label the evidence clearly.

## Association with the university

Please use this section to make clear how this incident is linked to the university. For example, did it occur on university property, or at an activity organised by the university, or in an online forum managed by the university.

## Supporting evidence

Use this section to tell us what evidence is available to support your claim. If the evidence is pictures of screen shots, you can send these with your complaint, but please tell us what they mean. For example, if it is a picture, tell us when it was taken, and who the relevant people are. If you are sending a screen grab, you should make clear the date and time that the post was made, where it was made, whether the forum was private or open, and if real names are not used, identify the people.

You may also wish to name others who can act as witnesses, if they are willing to be named. If doing this, please provide their contact details.

## Impact of the incident on you

Please use this section to explain the impact of the incident on you.

## Other information

Please use this section to provide any other relevant information. This may include the context of the case, information about the impact of the incident, or other material you consider relevant.

## Declaration

I declare that everything included in this statement is true and accurate.

I understand that this may be shared with the person about whom I am complaining, and others involved in the matter.

I understand that this may be, where appropriate, shared with the Gardai or other external agencies.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

If you are sending this form electronically, you may type your name here, and send it by email from your MUMAIL email. We will not accept an email from another email address, because of the difficulty of verification of the sender.

If you are not a student of Maynooth University, please provide your name, address, email address, and phone number.