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

**Department/Unit Level Student Complaint Form**

This document is part of the Maynooth University Student Complaint Procedure, which is available on the website at <https://www.maynoothuniversity.ie/student-complaints>. **Please read the** [**Student Complaints Procedure**](https://www.maynoothuniversity.ie/sites/default/files/assets/document/Maynooth%20University%20Student%20Complaints%20Procedure_0.pdf) **before submitting your complaint.**

It is normally better to resolve issues as soon as possible and in the easiest and most direct way. If you are dis-satisfied, you should normally raise this with the person(s) involved if applicable, and attempt to find an informal resolution before submitting a complaint. If this proves unsuccessful or is not possible, you may submit a formal complaint. This form is intended to guide you in writing your complaint, identifying clearly the basis for the complaint, and providing as much supporting information as you can.

When making your complaint, please remember that this will be shown to the person(s) about whom the complaint is made, and may also be shared with other relevant people if required. Please take care to ensure that your complaint is accurate and fair, and written in appropriate language. While most complaints are dealt with internally, we involve the Gardaí and other external authorities where we believe that to be appropriate.

It is very important that your complaint is accurate and truthful, and that you do not include any statements that you are not certain are correct.

If your complaint is honest and made in good faith, then regardless of whether the complaint is upheld or not, making the complaint will not result in a negative consequence for you. However, if the complaint is considered malicious it may be referred to the student discipline process of the university.

Please ensure that you submit your complaint as soon as possible after the incident(s) occurred. The University will not normally accept complaints regarding incidents that happened more than **3 months** ago.

**Please complete & submit this form to the relevant Head of Department or Unit for review.**

For more information on how to raise an issue or complaint, please visit the weblink above or contact the student complaints officer: [student.complaints@mu.ie](mailto:student.complaints@mu.ie) or +353 1 708 4653.

**Your information:**

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| --- | --- |
| Name |  |
| Student number |  |
| Email address |  |
| Contact number |  |
| Programme of study & year |  |

**The person or department/unit which is the subject of the complaint:**

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**My complaint is:**

Please be specific and include any date, times and locations where possible – boxes will expand where required.

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**My complaint is being made more than 3 months since the incident(s) because:**

Complaints that have not been made within 3 months of the incident or last recurring incident giving rise to the complaint will not normally be processed to be formally reviewed by the University. However, the University may in its discretion extend the timescale where there is good reason, supported by evidence as to why the complaint could not be submitted within the timescale. Please leave blank if not applicable.

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**I have attempted to resolve my issue informally at local level by:**

Please explain with whom you attempted to resolve your issue and why it was unsuccessful. If you have not attempted this step, please explain why.

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**Supporting evidence:**

Use this section to tell us what evidence is available to support your claim which you should attach when submitting your complaint. You may also wish to name others who can provide supporting information, if they are willing to be named. If doing this, please provide their contact details.

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**Impact of the incident on you and how you would like it to be resolved:**

Please use this section to explain the impact of the incident on you, and how you think the complaint could be resolved.

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**Declaration**

I declare that everything included in this statement is true and accurate and that I have included all information and supporting material/evidence related to my complaint. I understand that this may be shared with any persons about whom I am complaining, and others involved in the matter. I understand that this may be, where appropriate, shared with the Gardaí or other external agencies.

If you are sending this form from your MUMAIL email you do not need to sign the form. We will accept your email as verification of identity. If you are sending this from another email, or on paper, then please sign the form before submission.

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