**Student Complaints Procedure (QPROSC) – Complaint Form**

**Instructions:**

1. This form should be completed in conjunction with the requirements of the Students Complaints Procedure (<https://www.tcd.ie/about/policies>).
2. Complete all sections of the form
3. Return completed form to: secretary@tcd.ie

**Section 1: Personal details**

|  |  |
| --- | --- |
| 1.1 Student number |  |
|  |  |
| 1.2 Student name |  |
|  |  |
| 1.3 TCD email address |  |
|  |  |
| 1.4 Contact number |  |
|  |  |
| 1.5 Term address |  |
|  |  |
| 1.6 Course title |  |
|  |  |
| 1.7 Year of course |  |

**Section 2: Details of complaint**

2.1 Area of college against which complaint being made:

|  |
| --- |
| Choose which of the below areas (check box ✓) |
| Student Services | Academic Registry |  |
| Accommodation |  |
| Careers Advisory Service |  |
| Day Nursery |  |
| Disability Services |  |
| Graduate Studies Office |  |
| Health Service |  |
| Library |  |
| Sport and Recreation |  |
| Student Counselling Services |  |
| Core Services | Catering |  |
| Cleaning and Household |  |
| Diversity and Inclusion |  |
| Financial Services Division |  |
| Global Engagement Office |  |
| Human Resources |  |
| IT Services |  |
| Provost’s Office |  |
| Secretary’s Office |  |
| Trinity Research |  |
| Trinity Innovation and Enterprise |  |
| Trinity Access Programme |  |
| Trinity Development and Alumni |  |
| Visitor Services |  |
| Faculty | Faculty of Arts, Humanities and Social Sciences\* |  |
| Faculty of Health Sciences\*\* |  |
| Faculty of Science, Technology, Engineering and Mathematics\*\*\* |  |
| Other | Please specify: |  |

\*If Faculty of Arts, Humanities and Social Sciences, please specify which School (check box below ✓) (for Faculty Office or Trinity Research Institute, leave blank):

|  |  |
| --- | --- |
| Trinity Business School |  |
| Creative Arts |  |
| Education |  |
| English |  |
| Histories & Humanities |  |
| Languages, Literatures and Cultural Studies |  |
| Law |  |
| Linguistic, Speech and Communication Sciences |  |
| Psychology |  |
| Religion, Theology and Peace Studies |  |
| Social Sciences and Philosophy |  |
| Social Work and Social Policy |  |

\*\*If Faculty of Health Sciences, please specify which School (check box below ✓) (for Faculty Office or Trinity Research Institute, leave blank):

|  |  |
| --- | --- |
| Medicine |  |
| Nursing & Midwifery |  |
| Pharmacy and Pharmaceutical Sciences |  |
| Dental Science |  |

\*\*\*If Faculty of Science, Technology, Engineering and Mathematics, please specify which School (check box below ✓) (for Faculty Office or Trinity Research Institute, leave blank):

|  |  |
| --- | --- |
| Biochemistry and Immunology |  |
| Chemistry |  |
| Computer Science and Statistics |  |
| Engineering |  |
| Genetics and Microbiology |  |
| Maths |  |
| Natural Sciences |  |
| Physics |  |

2.2 Date of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Note: If the event happened over a period of time, please insert the start date of the incident)

2.3 Please provide a summary of your complaint below (max 1,250 characters)

|  |
| --- |
| Please provide a summary of your complaint here (max 1,250 chars.) |

2.4 In an attempt to resolve my complaint locally I have already communicated with the following people.

|  |
| --- |
| Please provide a list here of the people with whom you have communicated (and the dates this occurred). |

2.5 This is what happened and why I believe it did not resolve my complaint (max 1,250 characters).

|  |
| --- |
| Please provide a summary here (max 1,250 chars.) |

2.6 Please explain the impact of the issue on you (max 1,250 chars.)

|  |
| --- |
| Please explain the impact here (max 1,250 chars.) |

2.7 If you are submitting a complaint more than one month following the last related incident please provide a brief explanation for the delay (max 1,250 chars.)

|  |
| --- |
| If applicable, please provide a brief explanation here for the delay (max 1,250 chars.) |

|  |  |
| --- | --- |
| By submitting this form, I confirm that I have read the Student Complaints Procedure (<https://www.tcd.ie/about/policies>) and have attempted to resolve the matter locally (please check (✓) the box)  |  |
|  |