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Description automatically generated  
Student Late Complaint Request Form

This form is to be completed when requesting permission to submit a complaint outside of the prescribed deadline of 30 days from the date of the matter (see section 4.4 of the [Student Complaints Procedure](https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/Student-Complaints-Procedure.pdf)). Please send this form, with all accompanying documents, to the University Secretary at: [university-secretary@bristol.ac.uk](mailto:university-secretary@bristol.ac.uk).

All late complaint requests are considered by the University Secretary. Should your request be upheld, you will be able to submit a formal complaint, in accordance with section 4 of the [Student Complaints Procedure](https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/Student-Complaints-Procedure.pdf).

**Section 1:**

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| **Personal details:** |
| |  |  | | --- | --- | | **Date:** | Click or tap here to enter text. | | **Title** (e.g. Mr. Ms. Mx.) | Click or tap here to enter text. | | **Forename:** | Click or tap here to enter text. | | **Surname:** | Click or tap here to enter text. | | **Student number** (7-digit number on UCard) | Click or tap here to enter text. | | **Fee status** (e.g. home or overseas) | Click or tap here to enter text. | | **Level of study** (UG/PGT/PGR) | Click or tap here to enter text | | **Year of study** (e.g. year 3, recent graduate) | Click or tap here to enter text. | | **Mode of study** (full-time or part-time) | Click or tap here to enter text | | **Faculty** (e.g. Faculty of Engineering):  **School** (for academic complaints e.g. Computer Science): | Click or tap here to enter text. | | **Email addresses** (University and alternative contact) | Click or tap here to enter text. | |

**Section 2:**

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| **Complaint details:** |
| **Date of the matter you wish to complain about:**  Click or tap here to enter text. |
| **Brief summary of the complaint:**  Click or tap here to enter text. |
| **The outcome you are seeking:**  *Please note that academic outcomes are not possible via the Student Complaints Procedure, and should be submitted via the* [*academic appeals process*](https://www.bristol.ac.uk/students/support/academic-advice/academic-appeal/%5d)*.*  Click or tap here to enter text. |
| **Exceptional reason for inability to submit the complaint within the prescribed deadline (namely, 30 days from the date of the matter):**  *This will need to be supported by relevant evidence relating to the entire period since the complaint deadline.*  Click or tap here to enter text. |
| **Have you attached all relevant evidence in support of your request?**  *If you are unable to provide the relevant evidence at the time of submission of your late complaint request*  *form, please specify when you will be able to provide it. Please note that we cannot begin processing*  *your late complaint request until we have received all the supporting documents.*    YES NO |
| **Is there a wellbeing or visa concern that we need to be aware of?**    *Should you have any questions regarding your student visa, please contact the* [*Student Visas*](http://www.bristol.ac.uk/directory/visas/contacts/) *team*. *Wellbeing support can be accessed by completing the* [*Wellbeing Request Form*](https://bristol.ac.uk/students/support/wellbeing/request-support/)*.*  Click or tap here to enter text. |
| **I declare that the information given in this form is true, to the best of my knowledge, and that**  **I would be willing to answer any further questions relating to it, if necessary.**  Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Additional Information:** |
| * **Student visa holders - Please note that lodging a late complaint request does not extend your immigration permission in the UK as a student.** If your student visa is due to expire prior to receiving a decision on your complaint, you are still expected to leave the UK before your visa expires. Should you have any questions regarding your student visa, please contact the [Student Visas](http://www.bristol.ac.uk/directory/visas/contacts/) team. |