**EXTERNAL COMPLAINT FORM**

This form is to be completed by people who wish to make a formal complaint under the University’s External Complaints Procedure.

You should submit this completed External Complaints Form to compliance@wrexham.ac.uk. Alternatively formal complaints may be sent in writing to: Legal Services, Wrexham University, Plas Coch, Mold Road, Wrexham, LL11 2AW. Anyone who needs to make a complaint in an alternative format may contact the University by telephoning 01978 293186.

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| **Full name:** |  |
| **Email or postal address:**  *(for use to respond to you)* |  |
| **Telephone number:** |  |
| **Date of incident:** |  |
| **Today’s date:** |  |
| **Outline of your complaint**  *Please include the circumstances relating to the matter you are complaining about, the date(s) of actions. Please summarise what steps you have taken, any action the University has already taken to resolve your complaint informally and why you are not satisfied with this action.* | |
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| **Please indicate what outcome or further action you would like from the University:** | |
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| **Please note:**   * If it falls within its scope, your complaint will be considered in accordance with the University’s External Complaints Procedure. * By submitting this and any subsequent forms, you are confirming that the information given in this form is true, accurate and complete, and that you are willing to be contacted in relation to your complaint. * During the processing of your complaint, any person mentioned above or involved with the matter you are complaining about or with any informal complaints may become aware that a formal complaint has been submitted. * Any personal data provided on this form and during the consideration of your complaint will be processed in accordance with UK data protection legislation and only for the purpose of considering your complaint. Further information on how the University processes personal data is available here: <https://wrexham.ac.uk/information-governance/policies-and-statements/>. | |