



## Open College of the Arts **Student Complaint Form**

### OFFICE USE ONLY

Date received:	<input type="text"/>
Investigated by:	<input type="text"/>
Response date:	<input type="text"/>
Outcome:	<input type="text"/>

Please make sure to have a thorough read of the [Student Complaints and Non-Academic Appeals Procedure](#). Students are expected to attempt to resolve problems informally first, by speaking to the relevant department / area.

If your complaint has not been resolved, you may escalate your concerns for formal review by submitting this form, together with any supporting material. Please mark it for the attention of the Complaints Management Team at [complaints@oca.ac.uk](mailto:complaints@oca.ac.uk), or post it to:

*Open College of the Arts  
Michael Young Arts Centre  
Room 301, DMC 02  
County Way  
Barnsley  
S70 2AG*

### **Student Details**

First Name:

Last Name:

Email Address:

Contact Number:

How did you initially contact the OCA about your complaint?

Student Status:

*I am enrolled to: -*

- *A pre-degree course unit (Foundations)*
- *An undergraduate degree programme (E.g. BA (Hons) Drawing)*
- *A postgraduate degree programme (E.g. MA Fine Art)*
- *A single unit as a Personal Development learner*

### **Complaint Details:**

Does your complaint relate to the support you receive for a disability and / or specific learning need?

YES

NO

If you answered '**YES**', please indicate if you are in receipt of Disabled Student Allowance (DSA):

YES

NO

Outline the steps that you have already taken to try and resolve your complaint. Please include the names of the members of staff you spoke to and the relevant dates of these discussions. Please indicate if you have had a complaints outcome notice.

**Nature of your complaint:**

Please describe factually the events which led to this complaint and why you deem the previous attempts to resolve it unsatisfactory.

If you need more space, please continue onto another page.

Please list the supporting evidence you are submitting:

Please describe the actions which the OCA could take which would resolve the matter in your view.

## **Declaration**

I confirm that I have read the OCA's Student Complaints and Non-Academic Appeals Procedure and have followed the process as set out.

I also confirm that the points made in this complaint are factual and stated fairly.

I understand that the OCA regards the submission of false information as a serious matter.

I understand that the information contained in this form may be shared with relevant persons as part of the investigation process.

Signature

Date