



Open College of the Arts
Student Complaint Form
Stage 2

OFFICE USE ONLY

Date received:

Investigated by:

Response date:

Outcome:

Before proceeding with Stage 2, please make sure to have a thorough read of the [Student Complaints Policy](#). Students are expected to attempt to resolve problems informally first (Stage 1 of the Complaints Procedure), by speaking to a Student Advisor on 01226 730495.

Please submit this form, together with any supporting material marking it for the attention of Complaints Management Team at enquiries@oca.ac.uk or post it to:

*Open College of the Arts
Michael Young Arts Centre
Room 201, DMC 02
County Way
Barnsley
S70 2JW*

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 course 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.

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 Complaints 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