



12 January 2011

**STUDENT COMPLAINTS FORM**

*Note: Students should ensure that they have already read the Student Complaints Procedure which is available in the 'Student Quality Assurance Handbook' before making a formal complaint.*

**A. Student Details**

Full Name: ..... Cohort: .....

School: ..... Programme of Study: .....

Address: .....

Telephone No.: (Rsd.)..... (Cell.): .....

*(Note: If complaint is being made by an entire Cohort, the Class Representative or another member from the class should provide his/her contact details for communication purposes)*

**B. The complaint is related to the following. (Please tick as appropriate)**

- |                              |                          |                     |                          |
|------------------------------|--------------------------|---------------------|--------------------------|
| 1. Resource Centre           | <input type="checkbox"/> | 2. Computer Labs    | <input type="checkbox"/> |
| 3. Printing and Photocopying | <input type="checkbox"/> | 4. Canteen Services | <input type="checkbox"/> |
| 5. Cleanliness and Hygiene   | <input type="checkbox"/> | 6. Academic Support | <input type="checkbox"/> |
| 7. Administrative Support    | <input type="checkbox"/> | 8. Others, .....    | <input type="checkbox"/> |

**C. What measures have you taken, and when, to try resolving your complaints?**

**D. What is the nature of your complaint?** (Attach additional pages, if required).

.....

*Signature of student*

.....

*Date*



**University of Technology, Mauritius**

Acknowledgement Receipt of Student Complaints Form.

Complaint received on..... By.....

Signature of officer.....

**For office use**

Name of Officer: ..... Signature of Officer: .....

Date Received: .....

**Monitoring of Complaint**

1. Acknowledgement sent / handed to student on: .....
2. Complaint Form forwarded to: .....on.....
3. The following measures have been taken on the dates indicated to address the complaints.  
(Please attach additional pages if necessary)

4. Student has been informed of outcome on.....

.....

*Signature of officer*

.....

*Date*