**UNIVERSITY OF ST ANDREWS**

**Complaint Form: Request for Investigation (Stage 2)**

**Information for all users**

If you have a complaint about something that is the responsibility of the University of St Andrews, and if you have not been able to resolve the complaint directly with the appropriate unit or department of the University, please complete the form below to enable us to investigate your complaint. Before doing so, however, please read the guidance notes about the University’s complaints procedure. This can be found [www.st-andrews.ac.uk/administration/complaints](http://www.st-andrews.ac.uk/administration/complaints), or a copy can be obtained from the address at the bottom of this page.

Any relevant documentary evidence that supports your complaint or gives the history of earlier interactions with the University *must be submitted with this form*. Because this is the final stage of the University’s consideration of your complaint, the evidence that you provide and the submission you make should be as complete as possible. It should also be directly relevant to the issues under consideration. Investigation of your complaint will not begin until you have confirmed on this form that your supporting documentation is complete (see Section 3).

**Information for current or recent students only**

If you are a current or recent student, you are strongly encouraged to obtain advice before completing this form. Such advice can be obtained from the Education Advocate at the Students’ Association (email: [inc@st-andrews.ac.uk](mailto:inc@st-andrews.ac.uk); tel. 01334 462700). The ASC office may also be able to help you (79 North Street; email: [theasc@st-andrews.ac.uk](mailto:theasc@st-andrews.ac.uk); tel. 01334 462020). These advisers can:

* Help you to decide whether making a complaint is the best or correct course of action, or whether another procedure is more appropriate (such as the academic appeals procedure)
* Explain how the complaints procedure works and what potential outcomes may be
* Reads drafts of your submission to help you make your case as clearly as possible
* Recommend the kind of evidence to submit with your complaint
* Support you in any meetings with University staff in relation to the complaint.

When you have completed this form and gathered all of your documentary evidence for submission, the form and all documentary evidence should be submitted either by email to [complaints@st-andrews.ac.uk](mailto:complaints@st-andrews.ac.uk), or by post to:

The Complaints Office

The University of St Andrews

College Gate

North Street

St Andrews

KY16 9AJ

**Section 1: Your Personal Details**

Surname / Family Name / Last Name: Doe

First Name: Jane

Postal Address for Correspondence:

St Mary’s Place

St Andrews

KY16 9UZ

Email: jd123@st-andrews.ac.uk

Telephone(s): 01334 123 456

**For Students Only**

Matriculation Number: 123456789

Programme and Year of Study: MSc Mathematics

**Section 2: Your Complaint**

1. Please give a summary of your complaint below (300 words maximum).

I am writing to complain about the facilities in the [room] in the [building]. I have had continual issues with this space including the following areas: temperature control, air circulation, and cleanliness.

In terms of temperature control, the space is either incredibly cold or incredibly hot depending on the weather outside. This makes the space unpleasant to be in for anyone, but especially for anyone with particular physical ailments which make them sensitive to temperature. The air conditioning and central heating have both been barely functional for the whole of the current semester and perhaps longer (I have only regularly been in this room for seminars this semester so am unable to comment on matters before this time).

With respect to air circulation, only one window opens in this room which is important when it comes to the spread of covid/colds/flu/other infections. This window only opens very slightly at the best of times (please see attached image 1). In colder months this is particularly important for everyone, but again it is a greater concern for those who either have physical ailments/disabilities themselves, as well as those who care for people with these vulnerabilities.

The cleanliness of this room is mixed at best. Some days the room has been spotless, but on most occasions it has been left in quite a state. Frequently, rubbish is left across tables, in corners of the room, and overflowing from the bin (please see attached photographs for evidence of this 2, 3, 4). The surfaces are often stained, and the floor is also rather dirty and does not seem to be cleaned on a regular basis if at all (please see attached images, 5, 6). This makes it an unpleasant place to work in, and it can also present a health hazard.

1. Please describe (1) what action you have taken to pursue the complaint up to now and (2) whom you have dealt with in the University in this regard (250 words maximum).

In the first instance, I raised the matter verbally with the academic member of staff who takes my classes [name] to see if they could elevate this issue to the right people as I was unsure who to contact. I have followed this up on several occasions via email (please see email chain attached, 7).

I have also followed this up with Estates (please see attached email chain, 8) but again to no avail.

1. Please give a brief explanation of (1) the outcomes of your earlier pursuit of the complaint and (2) what issues you consider to be unresolved (300 words maximum).

As you can see from the email chains attached, there has been no promise to change the situation, and likewise I have seen no tangible change in the space since raising the issue. I consider all elements unresolved (temperature control, window issue/air circulation, and cleanliness).

1. Please describe precisely how you would like your complaint to be resolved (200 words maximum).

I would like all matters to be resolved as soon as is practicable. I would like the air conditioning and central heating units to be fixed as necessary and kept in good working order. I would also like the windows to be fixed so that they can be safely and easily opened to ensure proper air circulation. In addition, I would like this space to be cleaned to the standards expected at this University. Finally, I would like care and attention to be paid to the condition of this space going forward so I do not see a continuation of this problem.

1. If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay (200 words maximum).

N/A

1. If you are a student, are you submitting a complementary academic appeal through the academic appeals procedure? No

**Section 3. Supporting Documentation and Signature**

Have you any supporting documentation to submit in support of your complaint? Yes

If ‘Yes’, please tick here to indicate that what you have submitted is complete [ X ]

Signature: Jane Doe

Date: 08/03/2023