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| --- |
| **Your Details**  Name:  Date:  Email:  Telephone Number: |
| **Nature of complaint (Please continue overleaf if necessary):**  **Type of Complaint:**  Service Standard  Staff  Premises/Facilities  Other (please state)  **Details:** |
| **Please state actions taken to resolve informally, before making a formal stage one complaint (including dates, outcome of informal stage):** |
| **Outcome Sought (it is important that you complete this section as failure to do so may result in a delay in dealing with your complaint):** |
| **Please return completed form to:**  Confidential Advice Centre  Email – [suadvice@cardiffmet.ac.uk](mailto:suadvice@cardiffmet.ac.uk)  [www.cardiffmetsu.co.uk](http://www.cardiffmetsu.co.uk) |

**Cardiff Met Students’ Union – Complaint Form (Formal Stage One)**