



Manchester Metropolitan University

Student Living Accommodation – Residential Services

Formal Complaint Form

If you're thinking of making a complaint you can contact the [Student's Union Advice Centre](#) for help and advice. Their contact details are:

Tel: 0161 247 6533

Email: s.u.advice@mmu.ac.uk

This form, along with all necessary documentary evidence, should be sent to:

accomcomplaints@mmu.ac.uk.

1. Personal Details

Mr / Ms	Name:	MMU ID:
Hall of Residence:	Flat Number:	Room Number:
Correspondence address:		Post Code
Contact Tel No:	Preferred email address:	

2. Background

Have you already taken any action or spoken to anyone in an attempt to resolve this matter?

If yes, please give details, including the outcome:
(Please attach any relevant correspondence)



3. Details of your complaint

The following sections will ask for details of your complaint. Please try to be as specific as possible.

Please explain the nature of your complaint, including details of incidents or events if appropriate:



What was the effect of this?

Please indicate what outcome or action you are seeking as a result of raising this complaint?



5. Important Information - Please Read Before Submitting

By submitting this form you agree to the following:

(a) Confidentiality

In accordance with the Data Protection Act 1998, we are required to gain your consent to the following:-

- To hold some elements of the information you have provided on an electronic database;
- To disclose the information that you have provided to authorised members of the University staff as required for the reasonable purposes connected with the investigation of your case. In order to investigate fully, any member of staff mentioned in your complaint will be made aware of the issues you have raised and be given an opportunity to comment

(b) False Claims

You also need to be aware that making any false claims is a serious matter, which may have serious consequences. Please ensure that the information you have given in this complaint form is a true statement of facts.