**How to complain**

You can make a complaint face-to-face, over the phone, on social media, by email, or by letter. If you choose to complain by email, you can either use the Stage 2 Complaints Form or simply email [complaints@st-andrews.ac.uk](mailto:complaints@st-andrews.ac.uk) directly. If you choose to email directly, make sure you hit the following areas:

1. Your details
   1. Provide your full name, email address, phone number, postal address, matriculation number, and programme and year of study.
2. Summarise your complaint.
   1. Explain the specific things you are complaining about, referring to any evidence you have. This evidence might include photographs, email chains, or other material that will back up what you say in your email.
3. Explain what steps you have taken and who you have spoken to at the University about this.
   1. It might be that you have raised your with a number of different members of staff. If you have records of these interactions (i.e. email chains), make sure you provide these as evidence when you submit your complaint.
   2. If you have no physical record (i.e. because all interactions were in person), still include details of these interactions as best you can, including names, times, and dates where possible.
   3. Explain the outcome of these previous attempts to resolve the issue – did the situation improve at all? If so to what extent? What aspects of your complaint have not been dealt with appropriately/fully?
4. Explain how you would like your complaint to be resolved in detail.
   1. This depends on your complaint, but it may include:
      1. asking for a formal apology
      2. fixing any breakages
      3. better training or awareness around the issue for the appropriate staff
      4. amendments to course content in light of the issues raised
   2. Explain why you think this is the appropriate response to handle your complaint.
5. Make sure you submit any supporting evidence that you have, explaining the significance of your evidence throughout your complaint.