Institute of the Arts Barcelona

Student Complaint Form

Before submitting this form have you discussed your concern with your Year Group Tutor, Programme Leader, Lecturer? Do speak to someone first as most issues can be resolved informally.

You can also seek advice from the Director of Student Services or the Director of Administration to check whether they can help to solve the problem / sort your concern without submitting a written complaint.

Please complete all sections clearly and concisely and, include copies of any appropriate.

Name *(Please print in capitals)*	
Programme and Level	
LJMU Email	
Your Complaint	
Date of the event or when the issue occurred	
Who did you informally speak to before submitting this form?	
Why do you believe your complaint has not been resolved?	
What reasonable actions would you like IAB to consider if your complaint were to be upheld?	

Declaration

I confirm that I have read the IAB Student Complaints Policy, and that the information given is true and accurate. I confirm that I am the student making the complaint.

I understand that IAB will:

- Not accept complaints from third parties or anonymous sources.
- Assess my request and the information submitted.
- Terminate the complaint if it is vexatious, malicious, frivolous, or unreasonable and that this may lead to disciplinary action being taken.
- May need to share information with other persons as part of any investigation to resolve my complaint.
- Will retain all documentation pertinent to the complaint on file for six years.

Signature _____ Date _____