

THE CHINESE UNIVERSITY OF HONG KONG, SHENZHEN

COMPLAINTS FORM

GUIDELINES

Before you complete the attached form, please ensure that you look at the Procedures for Dealing with Student Complaints and read these Guidelines.

For complaints related to assessment, please note that any complaints based exclusively on one or more of the following grounds will not be admissible:

- a. Complaints against an academic judgement, except in cases of possible procedural errors in determining the grade.
- b. Informal assessments of a student's work by members of academic staff.
- c. The retrospective reporting of extenuating circumstances which a student has reasonably been expected to disclose to the Assessment Panel concerned before their meeting.
- d. Marginal failure to attain a higher class of degree.

Registry Office

THE CHINESE UNIVERSITY OF HONG KONG, SHENZHEN

COMPLAINTS FORM

Please print this form, complete and sign it, and submit to the following Responsible Authority:

- Programme Director of your Major Programme, in the case of an undergraduate; or
- Head of the postgraduate Division (if appointed)/Programme Director, in the case of a postgraduate; or
- Dean of the School concerned or the Vice-President (Academic), where the Programme Director or the Division Head (if appointed), respectively, is the subject of the complaint,

within 7 working days of your being informed of the outcome of the resolution, or (in the case of a direct formal complaint not having gone through informal resolution) within 2 weeks of the occurrence or discovery of the alleged cause of complaint. The complaint form should also be copied to the Vice-President (Academic) for documentation.

Name:	
Student ID number:	
Degree:	
Major / Programme:	
Year of Attendance:	
Contact number:	
Email:	
When were you informed of the outcome of the informal resolution?	
What is the decision against which you are complaining and what outcome are you seeking?	

Declaration of Student

I request that this complaint be considered under stage 1 of the procedure. I confirm that the information given on this form and in the supporting documents (if any) is true to the best of my knowledge and belief.

Signature:		Date:
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Please set out clearly the nature and origin of your complaint, including dates, time and other details.

[Empty box for complaint details]

If you have tried to resolve your complaint informally, please state what steps you have taken and why the outcome is not satisfactory to you.

[Empty box for informal resolution steps]

[Continue on a separate sheet if necessary]

List of the documentary evidence. (Please attach the documentary evidence.)

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Name the accompanying person who will attend the meeting(s) of the grievance panel with you. The person can be one of your family members or a member of the University, but shall not be your legal representative.

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[Continue on a separate sheet if necessary]