

Formal Complaint Form

Students or student applicants wishing to submit a Formal Complaint to the Registration Office via info@saea.sa, as outlined in the **Complaints Procedure** should use this form.

Before completing this form you should have taken your complaint through the informal stage – as close to the source of your problem and up to the head of the relevant department, service or college. If your complaint is about the relevant head of department, service or college you may use this formal procedure without having gone through the informal stage.

Name of complainant (your name)		Student ID	
Branch (Riyadh)		Year of Study	
Programme of Study		Contact telephone number	
Email address		Date of complaint submission	

The information provided will only be used to investigate the complaint. Please be aware that the Institute will need to gather information about the matters raised and that this information may include sensitive personal details. Please refer to section 9 of the **Complaints Procedure** for more information.

1. Description of your complaint

<p>Please provide details of:</p> <ol style="list-style-type: none"> 1. the background to your complaint, stating the relevant facts and events involved, together with dates. It would also be helpful if you provide a timeline at the end of the form. 2. the issue(s) which you wish to be considered. <p>If you have several issues, please list these and provide details of each separately. There is more space at the end of the document if you need it.</p>

2. Additional documents

Please list any additional documents or other evidence you are submitting in support of your complaint. If you have an outcome letter from the informal stage, please also provide this.

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3. The remedy you seek

Please tell us what remedy you are seeking and why you believe this remedy is appropriate.

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Please send your complaint to the Registration Office.

E-mail: info@saea.sa

If you submit your complaint in hard copy please sign here, otherwise please print your full name and date.

Your signature

Date

By signing above you confirm that the information you have provided is true and accurate to the best of your knowledge, and agree for us to investigate the complaint in line with our complaints procedure.

4. Timeline and any other information

Timeline of events (if relevant).

If you require additional space from one of the sections above you can also use this section.

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