



Complaint Form

In the event that you want to file a **formal** complaint on the conducting or quality of administrative or curricular activities or other aspects of the University you must complete this form, outlining your position.

Before filling out the form you must be familiar with the complaint review procedure of MU - Plovdiv and should have taken action to find a solution informally in the unit the activity of which is concerned.

Keep a copy of this form for your personal archive/record.

TO:

Information about the person filing the complaint

Name, Surname, Family name.....

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Address for correspondence relating to the complaint

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.....
.....

Email.....Phone number.....

Specialty

Faculty №

General description of the case

Please describe briefly and clearly what the complaint is

If necessary, use an additional sheet of paper.

General description of the actions taken to date to solve the case

Please describe briefly and clearly what actions you have taken so far in order to find an informal solution regarding the complaint:

Who have you addressed? (Specify the name, position of the person and the date of the meeting)

In the event that there are other people (students, teachers, administration) that are involved, please specify details.

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Please describe briefly and clearly what the results of the actions to reach a solution are so far and why you think they are not satisfying.

Section 4 - Expected outcome

Please specify what action you would like to be taken in connection with the complaint and what outcome would you be satisfied with.

Section 5 - Declaration

I confirm that the information provided is true / I declare that I am aware of / the contents of Art. 313 of the Criminal Code / CC / and the criminal liability that lies with providing false information /.

signature: date:

In case that there are documents or other materials attached, please describe them:
(Eg. Correspondence or documents relating to the complaint)

Service information:

Confirmation sent

Reply sent

Complaint forwarded to

Reply received

What further action(s) (if necessary) are required?

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