**Date**

complaints@salford.ac.uk

Dear Sir/ Madam

**UCU Strike Action - Complaint and compensation claim**

I am a [full-time/part-time/distance learning] student, studying \_\_\_\_\_\_\_\_\_\_\_\_\_\_. As I am in the \_\_\_ year of my study, \_\_\_\_% of my final degree mark comes from this year.

I have paid £\_\_\_\_ in tuition fees and £\_\_\_\_\_ in accommodation costs/ travel costs in order to study this course.

As a result of strike action, **I have missed a total of \_\_\_ teaching hours**.

 \_\_\_ hours of this teaching time has been rescheduled.

These missed sessions would have covered \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

This represents \_\_\_\_\_\_% of the total teaching time over the year and a key part of the course as it was described to me when I chose to study at Salford.

The impact of this strike action has been:

Include any particular effect that the strikes have had

* E.g., Were you able to contact your tutors via email?
* Did this mean that you couldn’t get important questions answered?
* Did you receive support/resources through the Blackboard site?
* If you answered, ‘No’, to any of these, then has this had an impact on your marks or ability to complete assessments?

As well as above I have also been impacted further as a result of:

Include any particular effect that the strikes have had on you that they may not have had on other students.

* E.g., You are pregnant or expect to become a parent and need to complete your studies before having your baby;
* If you have certain disabilities or mental health conditions that mean that you find uncertainty particularly anxiety-inducing;
* If you are an international student and the strike has caused visa difficulties;
* If you have a job lined up and the strike may delay your results.

In addition to this, ‘action short of a strike’ has caused:

Include details of any impact caused by action short of strike. Action short of strike is things such as:

* *not cover for absent colleagues;*
* *not reschedule lectures or classes cancelled due to strike action;*
* *not undertake any voluntary activities*

When deciding to attend the University of Salford, *[I was told/I thought that I could reasonably expect]* that my course would include:

*Include details of what you were told/ thought your course would include (this could be information you were given on open days, in the prospectus or letters from the University).*

* *E.g., Particular hours of contact time,*
* *Certain topics that would be covered,*
* *Certain facilities that would be available*

These factors played a key part in my decision to come to this university. As you have failed to provide *[the service advertised/a reasonable standard of service]*, I believe that I should be compensated for the loss and inconvenience I have suffered.

Please respond to my complaint in the next 10 working days as specified in the Student Complaints Procedure. If you fail to address the issues I have raised within this time, I will have no option but to consider taking the matter further.

Yours sincerely

**Student Name**

**Student ID Number**

**Student Contact Details**