

Sender / complainant

Surname: _____

First name: _____

To
Hochschule Emden/Leer
Ombudswesen
Constantiaplatz 4

26723 Emden

ombudswesen@hs-emden-leer.de

Address

Street: _____

Postcode: _____

City: _____

Tel.: _____

Email: _____

Faculty: _____

For students

Matric. no.: _____

Study programme: _____

Study/university semester: _____

For university staff members

Role/position: _____

Complaint

1. Parties involved (other than the complainant):

2. Subject matter / content of the complaint:

3. Aim of the complaint / desired result:

4. Previous approaches to achieving the aim (chronologically listed in note form):

5. Comments:

Place, date:

Signature:

Explanatory notes for the complaint form

1. General

This form should be used to make a complaint to the ombudsperson at the University of Applied Sciences Emden/Leer.

The ombudsperson will take a first decision on the next steps solely on the basis of the information in this form. Accordingly, it should be completed carefully and in full.

It should also be taken into account that according to Section 2.3 of the directive on ombudspersons at the University of Applied Sciences Emden/Leer, the ombudsperson is obliged to inform university management in case of violations of the law of the Federal Republic of Germany. This includes insults or false accusations.

2. Notes on completion of the form

Please limit the details of the points below to the essential aspects. If the space on the form is not sufficient, please include additional information on another sheet of paper and add your name, date and **signature** to this. Please number the information there according to the specifications in the form.

- “Sender, Address, For students/university staff members”
Please complete all the fields provided so that the ombudsperson can contact you in order to agree on the next steps.
Anonymous complaints will not be pursued.
- “1. Parties involved”
This should list those against whom the complaint is directed. In addition, with their consent, others may be noted who are or have been in the same situation as the affected persons or who could possibly testify to the above-mentioned facts.
- “2. Subject matter of the complaint”
Please formulate the facts so that an outsider without detailed knowledge of the faculty or administration area, study programme or respective lecturer can understand where you see a problem or what you complain about in specific terms.
- “3. Aim of the complaint”
You are asked to list here which (ideal) aim or result you are hoping for with this complaint. If there is a willingness for compromise (partial aims) on your side, a corresponding representation would be just as helpful as in the case of immovable positions.
- “4. Previous approaches”
Please explain what has been done so far to achieve the objective set out in paragraph 3 (e.g. discussions with the parties involved, complaints in the traditional complaint system of the university, etc.). It would be helpful for classifying the complaint if you could arrange the information by date and list the parties involved, content and result of the activity or conversation.
- “5. Comments”
If any other aspects are important for evaluation, e.g. increased urgency, please list them here.

3. Date, signature

Please remember to add the date and your signature to your complaint.

4. Next steps

The ombudsperson will get back in touch with you as soon as possible.