

Office use only

Date received:

Received by:

Complaint Review Form

This form is required to request a **review** of a formal complaint under the University's Student Complaints Procedure.

However if you have any difficulty completing this form, please contact a Students' Union Casework Advisor for assistance or the University Secretary's Office, who can advise you how else the request can be made (the University requires the review request to be in permanent form and to provide substantially the information below so the review can be dealt with effectively)

COMPLAINT OUTCOME LETTER

Has a Complaint Outcome Letter been issued to you by the faculty? Yes No

The university cannot consider your request for a review until you have completed the Faculty/Department stage of the complaints procedure. This stage is complete at the time a Complaint Outcome Letter is issued.

Have you attached the Complaint Outcome Letter to this Complaint Review Form? Yes No

If you have not filed a complaint please file a complaint form in place of this review request form (the form can be found at www.londonmet.ac.uk/complaints)

NB: You must provide a Complaint Outcome Letter to be eligible for a review

YOUR DETAILS

COMPLAINANT'S NAME

STUDENT ID:

(Please print clearly):.....

.....

For a Review Request by a representative:

REPRESENTATIVE'S NAME

If you are complaining on behalf of someone else, please provide evidence of their permission for you to complain of their behalf and for the University to discuss matters with you (which may involve the disclosure of personal data). There is a standard consent form available on the University Secretary's webpages (www.londonmet.ac.uk/data-protection).

(Please print clearly):

Evidence of permission is attached Yes No

Contact Information

Email address:

ADDRESS FOR

CORRESPONDENCE:

Postcode:

Have you discussed your complaint and/or review with a Students' Union Casework Advisor? Yes No

The Students' Union Casework Advisor can provide you with valuable help when preparing your review request, including advice on what the University may be able to do to resolve your complaint.

Can we discuss your complaint and/or review with a Students' Union Casework Advisor? Yes No

YOUR REQUEST FOR REVIEW OF YOUR COMPLAINT

Please specify under which ground(s) you consider your complaint is eligible for review:

1. The decision maker has misapplied a procedure, policy or regulation

Please specify which procedure, policy or regulation you think has been misapplied and how it has been misapplied.

Please send evidence to support what you say (such as emails, letters or other documents) with this form.

2. The decision(s) is not supported by the evidence

Please explain which decisions are not supported by the evidence and why.

Please send evidence to support what you say (such as emails, letters or other documents) with this form.

3. There was a serious procedural error (whether of this procedure prescribed by these regulations or of the requirements of natural justice) or other irregularity when the complaint was investigated and the decision(s) reached that makes the decision unfair

Please specify what procedural error you think has taken place and which decisions are unfair as a result of that procedural error.

Please send evidence to support what you say (such as emails, letters or other documents) with this form.

4. No reasons for the decision were given

Please specify which decisions have been communicated to you where no reason(s) were given for those decisions

Please send a copy of the decision/s you would like to be reviewed with this form

5. You have new evidence that you could not reasonably have provided when making the complaint or during the investigation and which would probably have an important influence on complaint outcome

Please provide the new evidence and explain why this evidence could not have been provided when you made your complaint.

Please send evidence to support what you say (such as emails, letters or other documents) with this form.

Please read the following statements and sign below to indicate your agreement.

- I have read and understood the Student Complaints Procedure
- I have completed the Faculty/Department stage of the Complaints Procedure and attach my Complaint Outcome Letter as evidence of this
- I have provided **all** the information that I wish the University Secretary to consider when reviewing my complaint
- All the information provided on this form as well as any additional documentary evidence I have provided, is an accurate and true reflection of the situation that led to the complaint outlined above and my reasons for requesting a review
- I consent to the University sharing the information on this form (and accompanying evidence) with such members of the University community (staff or contractors) as may be required by the investigation.

I am aware that, regardless of the outcome of my complaint and review request, this paperwork will be retained by the University in accordance with the University's Records Retention Schedule

Signed

..... (signature of complainant/representative)

Dated:

A signature is not required if the form is sent by email from an email address registered with the University. Alternative arrangements will be made if the complainant cannot sign because of a disability.