

STAGE 2 – FINAL COMPLAINT REVIEW FORM

The information on this form is confidential

Before completing this form:

Please read the [supplementary notes](#) on page 4.

Students are advised to access and familiarise themselves with the Complaints Procedure under the [General Student Regulations](#).

A complaint **must** have been considered at the Formal Complaint (Stage 1) **before** it can be escalated to the Final Complaint Review Stage and be submitted within **2 weeks** from the date of the complaint outcome letter (at Stage 1).

Students submitting a complaint review may wish to obtain advice and support from the [Students' Union](#).

Please keep a copy of this form for your records.

Your Complaint Review Form must be submitted to the [University Secretary's Office](#).

You may submit a Complaint Review Form to the [University Secretary's Office](#) if you are a student of a collaborative/partnership institution and have reached the end of your institution's internal procedures.

Part A - Student Details		
1	Surname/Family Name:	Student ID:
	Forename/First Name:	Course Title:
	Address:	
	Email Address:	
	Contact Number:	
2	Group Complaints	
	If this is a group complaint review, you are permitted to provide an individual statement raising shared, and where relevant, individual grounds in relation to the complaint review.	
	Is this a group complaint review?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please list the names of all students submitting a complaint review and the appointed group representative (maximum of 2).		

3	Disability	
	Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Will you require support or adjustments at any stage during the complaint review process?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes, please provide details of your requirements here – you do not have to disclose the nature of your disability	
4	Have you received a complaint outcome letter?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	<p>If yes, please submit this with your review.</p> <p>If no, please request this from the University Complaint Handler. Or from your collaborative/partnership institution.</p>	

Part B - Supporting Statement and ground(s) for review:	
5	Please give details of the ground(s) expanding each section or continuing on an additional sheet if necessary.
5.1	There was a procedural error in applying the regulations when the complaint was investigated.
5.2	There has been other irregularities when the complaint was investigated which has demonstrably affected the outcome of the complaint.

5.3	There is new essential evidence that could not be made available when the formal complaint was submitted or investigated that would have significantly affected the outcome of the complaint.	
6	Please list and attach the evidence submitted to support your Formal Complaint at Stage 1.	
7	Student Signature:	Date:

Please read the following statements and sign or type your full name to indicate your agreement.

- I have read and understood the Student Complaints Procedure.
- I have provided **all** the original evidence that I wish to rely on in this complaint review.
- All the information provided on this form as well as any essential documentary evidence that could not be made available when the formal complaint was submitted or investigated, is an accurate and a true reflection of the situation that led to the complaint review outlined above.
- I consent to the University sharing the information on this form (and accompanying evidence) with such members of the University and external bodies as may be relevant for the investigation.

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

Student supplementary notes for completing this form:

Complaints that have not been considered at Stage 1 will be referred back to the Formal Complaint Stage for consideration.

Part A – Student Details

1 Student Details

Please complete your details in full. All correspondence will normally be sent to your University email address. The email address provided in the form will be used to correspond with former or recent graduates.

2 Group Complaints

If a Final Complaint Review has been submitted by a group. You are permitted to provide an individual statement identifying shared and where relevant, individual points in relation to the ground(s) for review.

3 Students with Disabilities

Section 3 asks you to inform us if you have a disability. By 'disability' we mean: Specific Learning Difficulties (SpLDs) such as Dyslexia or Dyspraxia, physical or sensory disabilities and long-term medical conditions, including mental health difficulties.

You do not need to disclose your disability, but it will help us to support or make reasonable adjustments to the complaints review process if you tell us what support you usually need. By sharing this information, we may contact the [University Disabilities and Dyslexia Service](#) to discuss your requirements.

4 Have you received an outcome letter?

If you wish to proceed to the Review Stage, you must complete and submit a Final Complaint Review Form within **2 weeks** from the date of the complaint outcome letter. Submitting the complaint outcome letter helps us identify whether the review was received within the regulatory time limits.

A late Complaint Review will only be considered in exceptional circumstances. You are expected to provide an explanation and where relevant any supporting evidence for a review submitted outside of the regulatory time limits.

Complaint Reviews will be handled with an appropriate level of confidentiality, with information released only to those who need it for the purposes of considering or responding to the complaint review.

Part B - Supporting Statement and ground(s) for review:

5 Supporting statement

Please use this section to clearly state the ground(s) in which you want your complaint to be reviewed. The review stage will not reconsider the formal complaint afresh, be an opportunity for a second opinion, or involve a further investigation. A request for review will only be considered on the following grounds:

- 5.1** There was a procedural error in applying the regulations when the complaint was investigated. For instance, the review will consider whether the formal complaint process was conducted fairly and in accordance to the procedures set out within the Regulations.
- 5.2** There has been other irregularities when the complaint was investigated which has demonstrably affected the outcome of the complaint. For instance, not all aspects were addressed, the information provided in the outcome was considered incorrect, or the evidence provided was not taken into consideration.
- 5.3** There is new essential evidence that could not be made available when the formal complaint was submitted or investigated that would have significantly affected the outcome of the complaint. In such instances you are expected to provide an explanation as to why the evidence is being submitted at this late stage of the procedure.
- 5.4** The outcome decision was upheld or partially upheld but the decision or proposed remedy was unreasonable or disproportionate. We consider each case on its own individual facts, however, this will give us an indication of the outcome and any proposed remedies that you are seeking at this stage.

You may want to refer to your original complaint statement and complaint outcome letter to identify what ground(s) you wish to be considered as part of the review. Students are expected to set out the ground(s) on which a review is being requested under the relevant section(s) in a clear and concise manner. This will make it easier for your points to be responded to.

6 The evidence that was submitted to support your Formal Complaint at Stage 1

As this is an evidence-based process, you are asked to include any evidence you submitted at the Formal Complaint Stage. This will help us identify what supporting evidence was provided and considered at the Formal Complaint Stage.

Please refer to the [General Student Regulations](#), should you require further information about this stage of the Complaints Procedure.