



Stage 3 Review Student Complaint Form

Reference Number:

This form is to be completed for all complaints to be dealt with under Stage 3/Review Stage of the Student Complaints Procedure and should be sent to the Chief Operating Officer (COO) h.stokley@spurgeons.ac.uk

This form should only be used if you have received the outcome of a Stage 2 complaint and you are dissatisfied with the outcome.

Independent help and advice about completing this form can be obtained from the Student Representatives.

Please complete in block capitals or type.

The Student Complaints Procedure is available on Moodle under Academic Administration.

DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT (Please attach the Stage 2 form if all your details have remained the same)

Name ¹ :	Student Number:
Programme:	Level:
	Year of Study:
Address for correspondence in connection with the complaint Postcode..... Telephone Number..... Email.....	

A request for review can only be submitted on one or more of the following grounds. Please indicate the ground(s) for your request for review by ticking the appropriate box.	
A. There was a procedural irregularity at Stage 2 of the Student Complaints Procedure which has materially disadvantaged the student;	<input type="checkbox"/>

¹ In the case of a Group Complaint, please ensure that a Group Complaint Consent Form is completed listing all complainants:

B. the emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 2	
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C. Evidence is available to show that the outcome reached at an earlier stage was manifestly unreasonable. In this context, unreasonable shall be taken to mean perverse, i.e. that the outcome was not a possible conclusion which a similar hearing or process of consideration might have reached.	
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In relation to the ground(s) you have indicated above (A, B or C), please explain for each relevant ground why you are dissatisfied with the response you have received from the College at Stage 2 of the Student Complaints Procedure.

Ground A
Please explain why you believe that there was a 'procedural irregularity' in how your complaint has been considered at a previous stage of the process and how you believe this has affected the outcome.

Ground B
Please list the evidence you intend to use, explain why this was not available at an earlier stage of the complaints procedure and its relevance to your complaint (attach any relevant information).

Ground C
Please explain why you believe the outcome reached at an earlier stage was 'manifestly unreasonable' and list the evidence you wish to use to support this (attach any relevant information).

Please indicate, without prejudice, what outcome or further action you are expecting:

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Declaration

I declare that the information given in this form is true and that I would be willing to answer further questions relating to it if necessary.

Signed:	Date:
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Following section of form to be completed by the COO/relevant staff

Date form received by COO: <i>(must be received no later than 10 working days from the date of the Stage 2 notification)</i>				Date form acknowledged:			
Date reviewed for eligibility:				Reviewed for eligibility by:			
Eligibility decision – please tick							
Not eligible		Eligible – Grounds A		Eligible – Grounds B		Eligible – Grounds C	
Reason for decision:							
Date of notification to complainant <i>(no later than 5 working days from receipt of form)</i>							

Review Panel

Name and date of appointment of Review Panel:					
Chair					
Governor					
Staff Member					
Student Member					
Date of Review Panel Meeting					
Date complainant/staff notified of meeting <i>(10 working days notice)</i>					
Decision of Review Panel <i>Please tick relevant selection below – if multiple decisions on multiple elements of a complaint please provide details as necessary</i>					
Upheld		Partially Upheld		Not Upheld	
Please include further details if relevant:					
Date of letter to complainant advising outcome:					
<i>NB letter should be sent within 5 working days, should inform the complainant of their right to submit their complaint (should they continue to be dissatisfied) to the Office of the Independent Adjudicator and should clearly identify itself as a Completion of Procedure Letter.</i>					

Once the complainant has been advised of the outcome of the investigation and issued with a completion of procedures letter, this form and a copy of the letter and any relevant documentation should be sent to the COO (h.stokley@spurgeons.ac.uk). Records should be retained for 6 years.

Document control box			
Title	Stage 3 Student Complaint Form (Completed by Student)		
Date approved	February 2020	Implementation date	February 2020
Next review date	Jan 2022		
Version	Feb 2020	Supersedes version	N/A
Approving body	Governors		
Quality Code consulted			
Member of staff responsible	COO (Complaints Officer)		