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| **For QEO Use Only** | |
| Date Received |  |
| Processed By |  |
| Review Outcome |  |

**STUDENT COMPLAINT FORM – FORMAL PROCEDURE STAGE 3 (REVIEW/APPEAL)**

This form is to be completed for all complaints to be dealt with under Stage 3 of the Student Complaints Procedure and should be sent via email to [complaints@salford.ac.uk](mailto:complaints@salford.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 Advice Centre in the Students' Union by emailing at [advicecentre-ussu@salford.ac.uk](mailto:advicecentre-ussu@salford.ac.uk). Further information on the Advice Centre can be found here: <https://www.salfordstudents.com/advice>

The Student Complaints Procedure is available at <http://www.salford.ac.uk/qeo/StudentPolicies/student-complaints-procedure>

# DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT

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| Name[[1]](#footnote-1): | Student Number: @ |
| Programme: | Level: |
| School/Partner College: | Year of Study: |
| Address for correspondence in connection with the complaint | |
| ………………………………………………………………………………………………………………………………....  ………………………………………………………………………Postcode………………………………………………  Email……………………………………………... Telephone Number ………………………………………………….. | |

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| **An appeal/request for review can only be submitted on one or more of the following grounds. Please indicate the ground(s) for your appeal by ticking the appropriate box.** | |
| 1. that there was a procedural irregularity at Stage 2 of the Student Complaints Procedure which has materially disadvantaged the student; |  |
| 1. the emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 2; |  |
| 1. that 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. |  |
| **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 School or Professional Service 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 the evidence you wish to use to support this (attach any relevant information). | |

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| **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: |

1. In the case of a Group Complaint, please ensure that a Group Complaint Consent Form is completed listing all complainants: [↑](#footnote-ref-1)