**COMPLAINT FORM – STAGE 3**

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| **Guidance** |
| Guidance: <https://www.salford.ac.uk/askus/admin-essentials/complaints>  This form should only be used if you have received a Stage 2 outcome and are dissatisfied with the outcome.  For independent help and advice, contact the [Advice Centre in the Students' Union](https://www.salfordstudents.com/advice) via email at [advicecentre-ussu@salford.ac.uk](mailto:advicecentre-ussu@salford.ac.uk). |

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| **Your Details** | | | | | | | |
| First Name | |  | | | | | |
| Last Name | |  | | | | | |
| Student Number | | @ | | | | | |
| School/Partner Institution | |  | | | | | |
| Course/Programme | |  | | | | | |
| Year of Study | |  | | | Level: | |  |
| Email Address  (University email preferred) | |  | | | | | |
| Date of Stage 2 Outcome | |  | | | | | |
| **Grounds for Complaint** | | | | | | | |
| You can only request a review of your Stage 2 outcome on one or more of the following grounds. Please indicate which grounds you have chosen below | | | | | | | |
| A: that there was a procedural irregularity at Stage 2 of the Complaints Procedure which has materially disadvantaged you; | | | | | | YES/NO | |
| B: the emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 2; | | | | | | YES/NO | |
| C: 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. | | | | | | YES/NO | |
| **Outline of complaint** | | | | | | | |
| In relation to the grounds you have indicated above, please explain why you are dissatisfied with the response you have received at Stage 2. | | | | | | | |
| **Ground A – Procedural irregularity**  Please explain why you believe that there was an irregularity in how your appeal has been considered at a previous stage of the process and how you believe this has affected the outcome. | | | | | | | |
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| **Ground B – New evidence**  Please list the evidence you intend to use, explain why this was not available at an earlier stage of the complaints process and its relevance to your complaint.  Please attach all evidence separately. | | | | | | | |
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| **Ground C – Unreasonable outcome**  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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| **How would you like to see this complaint resolved?** | | | | | | | |
| Please let us know what further action you would like to see as a result of this complaint. This will not affect how the complaint is handled, but will give us an indication of the resolution you are looking for.  If you asked for an outcome at Stage 1 or 2 that is not possible, then we may have offered you something different and may do so again at Stage 3. | | | | | | | |
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| **Declaration** | | | | | | | |
| **By signing this form I confirm the above information and supporting evidence is true and accurate. I have read and understand the Complaints guidance notes. I understand that advice and guidance is available from the Students’ Union**. | | | | | | | |
| Signed: |  | | Date: |  | | | |
| You do not need to print and sign this form. You may type in your name and the date you complete the form, then send it to us from your University email account. | | | | | | | |

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| **How to submit your Complaint and Evidence** |
| * Once completed, please send this form and any evidence to [complaints@salford.ac.uk](mailto:complaints@salford.ac.uk). * There is a deadline to submit a Stage 3 complaint. It should be submitted no more than 10 working days after you receive the Stage 2 outcome. This will be the date on the letter sent to you. * If you need to submit several pictures, you can add them to a separate word document and attach that to the email. * If you are asked ‘How do you want to attach this file?’ when adding a file to your email, please do not share a link. We will not be able to open files shared in this way. Please choose ‘Attach as a copy’ instead. * Information you provide will be shared with your School, or the institution you are registered with if you are studying at a partner institution, and any persons named specifically in the complaint. * The University may refer you to relevant support services offered by askUs: <https://salford.ac.uk/askus> |