

Summary of the steps already taken to address your complaint (or the reasons why informal steps have not been taken):

Reasonable steps you would wish to see taken to resolve your complaint:

Signed: _____ Dated: _____

- Please submit the following documents with this form:**
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- Copies of relevant letters, e-mails, notes and other supporting documentation
 - A list of the key events in date order
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COMPLAINT APPEALS FORM (STAGE 3)

Guidance Notes for applicants

If you are dissatisfied with the outcome at stage 2, complete this appeal form to request a review of the decision of the complaint manager under stage 3 of the Complaints Procedure. A request for appeal must be submitted to the Student Services within 15 working days of the date of the stage 2 response.

The request for an appeal must state the grounds on which the appeal is sought and should be accompanied by appropriate documentary evidence.

The Complaints Review Panel will meet in closed session initially, to determine whether there are grounds for appeal.

SECTION A

First Name

Surname

ID Number (if applicable)

Course Title

Year of study

School

Contact e-mail address

Current Address

Daytime telephone no.

SECTION B

The grounds for appeal against the stage 2 decision are detailed below. Please tick which ground(s) you wish to seek a review of the stage 2 outcome (Ground a, b or c detailed above) and state the reasons why on the following page:

- a) that new evidence or circumstances have become known, which the complainant could not have reasonably made known at the time of the stage 2 complaint;
- b) that the stage 2 investigation as not conducted fairly and/or in accordance with due process, and this materially affected the outcome;
- c) that the decision and outcome of the stage 2 complaint were manifestly unreasonable in the light of the evidence provided.

SECTION C

Complainant's Case:

Please note that the purpose of stage 3 is to REVIEW the decision made at stage 2 - no NEW complaints can be introduced at stage 3. Please provide a brief summary of the nature of your complaint and the steps already taken to resolve it:

Reason for Appeal: (Please use additional sheets if necessary)

Please state the reasonable steps you would like to see taken to resolve your complaint:

Signed:

Dated:

Please submit this form along with:

- a list of key events in date order
 - all supporting evidence, e.g. copies of relevant emails, letters, notes etc.
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