**STUDENT APPEALS AND COMPLAINTS FORM**

**PART A: Raising an Issue for Investigation**

The University is committed to providing a high level of service at all times. The University recognises, however, that there may be occasions when students or members of the public may feel that the level of service or treatment that they have received from the University has fallen short of what might reasonably be expected. It is also recognised that sometimes students may consider that they have grounds to appeal against their academic results.

**This form should be completed by:** anyone who wishes to formalise an academic appeal (including appeals against class certificate refusal [C7]) *or* a complaint with reference to either (i) the University’s Policy and Procedures on Student Appeals **and/or** (ii) the Complaint Handling Procedure **and** (ii) the University’s Unacceptable Actions Policy.

This purpose of this form is to gather the relevant information to permit the University to investigate and respond to your concerns.

**SECTION 1: PERSONAL INFORMATION**

**Name(s):** **Student ID:**

**Programme of Study:**

**Email Address for Correspondence:**

**SECTION 2: YOUR APPEAL OR COMPLAINT**

**Do you consider that your case is an appeal, complaint, or both?**

Appeal  Complaint Both Appeal and Complaint

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| **Are you appealing a decision to withdraw a Class Certificate (C7)?** |
| Yes  No  If yes, please indicate the course(s) concerned: | |

**What is the issue you wish the University to investigate?**

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| **In the case of an academic appeal, on what grounds are you seeking to appeal?**  *Section 1 of the Policy and Procedures on Student Appeals provides details of the grounds on which an appeal can be progressed. Cases which question academic judgement only will not be progressed.*   |  | | --- | |  | |
| **What action have you taken to try to resolve this matter already?**  *Please provide details of the attempts made to resolve this issue at the frontline (NB: In the case of appeals regarding the refusal of a class certificate (C7) it is an expectation that a student will seek to resolve the issue at the frontline). Where an attempt to resolve the issue has not been made at the frontline (i.e. to your course coordinator) please provide detail as to why.* |
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**Have you consulted any of the following?**

*Please select all that apply:*  
Course Coordinator  Class Representative

Personal Tutor  Registry Officer

Students’ Association  Other

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| *Please specify the name of the person you spoke to or give details of the reasons for not having made an approach at the frontline (i.e. to your course coordinator) regarding this issue:* |
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**Has a remedy been offered to you?**

Yes  No

*If yes, please provide details of the remedy and why this isn’t satisfactory:*

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**What remedy (or outcome) are you seeking?**

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**What evidence do you have to support your case?**

*Please list the documentation you hold below and attach copies to this form.*

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| 1.  2. |

**Is your submission ‘in time’?**

*To allow for appropriate investigation, an appeal must be submitted five working days from being unable to resolve the matter at the frontline. Complaints must be submitted six months from first becoming aware of the issue. If you are submitting this form outside the permitted timescales, please give details below to explain the reasons for this. Please note that it cannot be guaranteed that your case will be progressed.*

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**SECTION 3: DECLARATIONS AND SIGNATURE**

**Please read carefully and confirm, by selecting the tick box, the statement below.**

I have read and understood (i) the University’s Policy and Procedures on Student Appeals and/or (ii) the Complaint Handling Procedure and (ii) the University’s Unacceptable Actions Policy.

Signed: Date:

*An electronic signature will be accepted.*