**STUDENT COMPLAINT FORM**

**STAGE III – Review (Completion of Procedures)**

* Please ensure that you have read the Complaints Procedure before you complete this form:

<https://www.uwl.ac.uk/about-us/policies-and-regulations>

* Advice on completion of the form can be obtained from the Students’ Union, and we recommend that you contact them by E-mail [uwl.su@uwl.ac.uk](mailto:uwl.su@uwl.ac.uk) or telephone 020 8231 2276.
* Stage 3 complaint constitutes a review and not a re-investigation of your stage 2 complaint. Please indicate below the valid grounds for the review of your stage 2 complaint (tick as appropriate):

*There were procedural irregularities in the investigation of the complaint; or*

*Fresh evidence can be presented which could not reasonably have been made available with submission*

*of the Stage 2 Form; or*

*The outcome of the investigation was not reasonable in all the circumstances*

Please provide the detailed reasons for your indicated grounds in part 5 of this form .

**If possible, please complete this form by typing in. If completing by hand, please make sure your handwriting is easy to read.**

**Once completed, please submit this form with all relevant evidence to** [**university.secretary@uwl.ac.uk**](mailto:university.secretary@uwl.ac.uk)

|  |  |
| --- | --- |
| 1. **Your Details** |  |
| Title | Mr  Mrs  Miss  Ms  Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| First Name & Family Name |  |
| Student ID Number |  |
| School/College |  |
| Course |  |
| Type of study | Foundation  Bachelors  Masters  Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |
| --- | --- |
| 1. **Your Contact Information**   If you have supplied contact information which is different from the details registered with the University, please update your details on My Registry as soon as possible | |
| UWL E-mail | @student.uwl.ac.uk |
| Alternative E-mail |  |
| Phone Number |  |
| Contact Address |  |

|  |  |
| --- | --- |
| 1. **Students Union Advisor**   If you have sought advice from the UWL Students Union, please complete this part of the form | |
| Name of your SU advisor |  |
| **YES**   **NO** | Do you consent to us sharing the outcome of your complaint review with your SU advisor? |

|  |  |
| --- | --- |
| 1. **Representative**   If you are being represented by another person, who should be contacted directly regarding this complaint, please provide their details below. They will also need to sign this form on the last page | |
| Title | Mr  Mrs  Miss  Ms  Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Name & Surname |  |
| Relationship to Student |  |
| E-mail |  |
| Phone Number |  |
| Contact Address |  |

|  |
| --- |
| 1. **Reasons for your request to review your stage 2 complaint investigation:**  * Please indicate which findings/statements/actions detailed in the outcome of your stage 2 complaint investigation you disagree with and provide the reasons why. * If you are completing this form by hand and require more space, continue on a separate sheet of paper, which you must attach to this form. |

|  |
| --- |
| 1. **Supporting Evidence that was not available when submitting stage 2 complaint** (if applicable):  * Please attach any relevant documents, for example, email correspondence, to this form. * Please list below the evidence you are attaching to support your complaint: |

|  |
| --- |
| 1. **Requested Outcome**  * Please indicate what outcome you are expecting in order to resolve your complaint. |

|  |  |
| --- | --- |
| 1. **Declaration** | |
| * I have read and understood the Student Complaints Procedure. * I declare that the information given in this form is true and accurate to the best of my knowledge. * I am willing to answer further questions relating to this matter if required. * In order for this complaint to be reviewed and, where the new evidence has been provided, investigated without prejudice I give my consent for: * The University to use the information provided on and with this form to review investigation of my complaint and the details to be provided to relevant schools or support services within the University if necessary. * Any member of staff mentioned in my complaint to be made aware and given the opportunity to comment. * Any person about whom the complaint is made to be supplied with the copy of my complaint and supporting evidence. * I understand that Stage 3 complaint review exausts the UWL internal procedures and there will be no further opportunity to pursue the complaint within the University. | |
| **Student’s Signature:** | (Please type in your name if completing this form electronically) |
| **Date:** |  |
| **Representative’s signature**  (if applicable) **:** |  |
| **Date:** |  |