**University of West London**

**STUDENT COMPLAINT FORM FORMAL STAGE III
REVIEW (COMPLETION OF PROCEDURES)**

Please ensure that you have read the Complaints Procedure <https://www.uwl.ac.uk/sites/default/files/Departments/About-us/student_complaints_2018_final.pdf> before you complete this form.

Once completed, please submit this form with all relevant evidence to complaints@uwl.ac.uk

Advice on completion of the form can be obtained from the Students’ Union and we recommend that you contact them. Email: uwl.su@uwl.ac.uk or Telephone 020 8231 2276.

**Important information**

If you believe that your formal stage 2 complaint has not been handled fairly, objectively or in accordance with the University’s procedure, please complete this form to request a review of the decision of the University Secretary under stage 3 of the Complaints Procedure.

A request for review must be submitted **within 15 working days** of the date of the stage 2 complaint response.

Please note that a stage 3 complaint constitutes a review and not a re-investigation of the complaint. The request for a review must state the grounds on which the review is sought and should be accompanied by appropriate documentary evidence.

Valid grounds for the review of the stage two investigation outcome are as follows:

* 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 Two Form; or
* The outcome of the investigation was not reasonable in all the circumstances.

|  |  |
| --- | --- |
| 1. **Your Details**
 |  |
| Full Name |  |
| Student Number |  |
| Course |  |
| School |  |
| Level of Study *(Tick as appropriate)* |  ⃝ Undergraduate ⃝ Postgraduate |

|  |  |
| --- | --- |
| 1. **Contact Information**
 |  |
| Contact Address |  |
| UWL email | @student.uwl.ac.uk |
| Alternative email |  |
| Phone Number |  |

*If you have supplied contact information which is different to the details currently held by the University, please update your Personal Details as soon as possible on My Registry.*

|  |
| --- |
| 1. **Please indicate the grounds you are requesting a review of your complaint** *(Tick as appropriate)*
 |
| There were procedural irregularities in the investigation of the complaint |  |
| New evidence can be presented which could not reasonably have been made available with submission of the Stage Two Form |  |
| Based on the evidence available during the Stage Two investigation, the outcome of the investigation was not reasonable |  |

|  |
| --- |
| 1. **Your Complaint**
 |
| Please set out the main points of your complaint, including dates of incidents, persons involved and attach any relevant documents, for example email correspondence. If you require more space, continue on a separate sheet of paper, which you must attach to this form.  |

|  |
| --- |
| 1. **Supportive evidence supplied**
 |
| 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. **University of West London Students' Union**
 |
| I give permission for the Complaints and Compliance Office to discuss my complaint with the University of West London Students' Union. |
| **Student Signature:** | ………………………………………………………………………………………………………………………………… |

|  |
| --- |
| 1. **Declaration**
 |
| * I have read and understood the Student Complaints Procedure.
* I have completed the Stage 2 of the Complaints Procedure and attach my Complaint Outcome Letter as evidence of this.
* 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.
* I understand that the Pro Vice-Chancellor (Education) will send a written reply, in the form of a Completion of Procedures letter, to me within 20 working days of receiving the request for the review of the handling of the complaint.
* I understand that the Completion of Procedures letter exhausts the University’s internal procedures. There will be no further opportunity to pursue the complaint within the University.
 |
| **Student Signature:** | ………………………………………………………………………………………………………………………………… |
| **Date:** | ………………………………………………………………………………………………………………………………… |
| **Notes:** | * The University will use the information provided on this form to investigate your complaint. The details will be provided only to those schools or support services within the University as necessary to conduct a thorough investigation.
* Students can expect a complaint to be investigated without prejudice, any member of staff mentioned in your complaint will be made aware and they will have the opportunity to comment.
* Anonymous complaints will not be accepted under this procedure.
 |