

**Student Complaint Appeal Form**

*The information on this form is CONFIDENTIAL*

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**Support to make an Appeal**

The College strongly recommends that you are supported in making an appeal to the outcome of a complaint, Confidential support to make a complaint can be accessed via the Personal Support Tutors.

**Is this the right process for you?**

Please ensure that you are using the correct complaints process. This following are **NOT** covered by the University Studies complaints process

1. Third party complaints;
2. Complaints submitted by someone acting on behalf of the student UNLESS this is specifically agreed in writing by the correct authority PRIOR to the submission of this form;
3. Complaints about the decisions of exam boards;
4. Complaints about the outcomes of a student disciplinary hearing;
5. Complaints against fellow students.
6. Complaints relating to Further Educational courses or Leisure Learning courses delivered as part of the wider West Suffolk College offer.

**Students with Disabilities**

The College works to anticipate and meet disabled students’ needs. PART C allows you to tell us if you have a disability and whether you need any support or adjustments. You do not need to disclose the nature of your disability, but it will help us to make adjustments to the complaints process if you tell us about the type of support you usually need. Some examples might be that you need help completing forms or information in alternative formats, or that you have access requirements which will need to be taken into account. Knowing about a student’s needs helps us ensure that you can access the complaints process effectively.

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**Part A: Student Information**

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| --- | --- | --- | --- | --- |
| *Forename* |  |  | *Personal Tutor* |  |
| *Surname* |  |  | *Level of Study* | **[ ]** Access to HE |
|  |  |  |  | [ ]  L4 [ ]  L5 [ ]  L6 |
| *Student ID Number* |  |  | *Course* |  |
| *College email address* |  |  | *Address* |  |
| *Contact Telephone* |  |  | *Postcode* |  |

*Please ensure that all details entered into PART A are accurate. All communication regarding this complaint will* ***only*** *be sent to your College email account. The only exception to this is where a former student makes a complaint (please see the Complaints Policy for details). If the College has agreed for you to be represented by a third party, the College will only communicate with this representative in the matter of your complaint.*

**Part B: Group Complaints Appeal**

*If you submit a complaint outcome appeal as a group, all complainants must legibly sign the complaint form. The group must elect representatives (maximum 2) to speak and meet on behalf of the group. We will only communicate with these representative.*

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| *Course Title:*  |  |
| *Current Year of Study:*  |  |
| *Course Leader:*  |  |
| *Personal Tutor:*  |  |
|  |
| *Who are the group representatives?**(2 students maximum)*  | 1.
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| 1.
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**Part C: Do you have a Disability?**

*You do not need to disclose the nature of your disability to make a complaint, but it will help us to make adjustments to the complaints process if you tell us about the type of support you usually need. You can find contact details for the College’s Supported Learning directorate at* [*https://www.wsc.ac.uk/find-a-course/supported-learning*](https://www.wsc.ac.uk/find-a-course/supported-learning)

Do you think you will need any disability related support or adjustments at any stage during the complaints process?

**[ ]  No**

**[ ]  Yes**

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**Further information (optional):**

**Part D: Statement of Appeal**

*A Stage 3 Review may be only be requested under the following circumstances. Please tick any or all that you feel are applicable to your appeal, then clearly and succinctly explain your reasoning for each matter, clearly identify the evidence that you are providing for your case.*

**D-1: Please indicate the grounds on which you wish to submit an appeal**

1. [ ]  There is evidence of procedural irregularity or bias.
2. [ ]  Material evidence is available that was unavailable.
3. [ ]  The outcome is considered unreasonable.

2.

3.

4.

**D-2: If you are submitting any new evidence to support your complaint, please explain why this was not submitted at Stage 2, you must include evidence where at all possible.**

**D-3 How do you think your complaint could be resolved / what do you hope the outcome of the Stage 3: Formal Institutional Stage and Final Resolution will be?**

**Part E: Evidence List**

Please list and attach all the evidence that you are using for this Appeal.

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| **E1** |  | **E5** |  |
| **E2** |  | **E6** |  |
| **E3** |  | **E7** |  |
| **E4** |  | **E8** |  |

**Part F: Confirmations**

Please sign this form electronically and send ***from your College email address*** to universitystudies@easterneducationgroup.ac.uk. Make sure you include UNIVERSITY STUDIES APPEAL as the subject line.

**Signature**

**Date:**