|  |
| --- |
| STUDENT COMPLAINTS PROCEDURE:FORM TO REQUEST A REVIEW AT STAGE TWO |

Your request for a review of the outcome of a stage one complaint **MUST** be submitted within **20 working days** of the date given on your outcome letter. Working days are defined as normal working days in the University Calendar and do not include days when the University is closed.

Before completing this form complainants should have read and understood the University Complaints Procedure which is available at:

<https://www.wlv.ac.uk/current-students/conduct-and-appeals/current-student-complaints/>

Your responses should be word processed and be clear and concise.

The Students’ Union Advice and Representation Centre provides an independent advice service. You are strongly advised to discuss your Appeal with the Students’ Union before you submit it. You can contact them at: <https://www.wolvesunion.org/advice/>

|  |  |  |
| --- | --- | --- |
| Section One: Personal Details | | |
|  |  |
| **Full Name** |  |
| **Student Number** |  |
| **Course Title** |  |
| **Contact Address** |  |
| **Contact Telephone Number** |  |
| **Email Address** |  |

|  |
| --- |
| **Section Two: Student Support Information** |

|  |  |  |  |
| --- | --- | --- | --- |
| Did you seek advice from the Student’s Union Advice and Representation Centre when completing this form? | Yes | No\* | |
| ***\*If the answer is no, please provide details of why you did not seek this advice.*** | | | |
| Section Three: Complaint | | |

What is the date given on your Stage One Outcome Letter?

|  |
| --- |
|  |

|  |  |  |
| --- | --- | --- |
| Is this date within the last **20 working days**? | Yes | No\* |

|  |
| --- |
| ***\*If the answer is no, please provide an explanation and supporting evidence which demonstrates a reasonable cause for the delay.*** |

|  |
| --- |
| Section Four: Grounds for Requesting a review of the Complaint at Stage Two |

Please tick one or more of the boxes below.

|  |  |
| --- | --- |
|  | The complaint was not correctly investigated within the principles and procedures in the Student Complaints System |
| \****If your complaint is on these grounds please explain why and provide evidence.*** | |
|  | The outcome of the complaint was not reasonable based on the available evidence |
| \****If your complaint is on these grounds please explain why and provide evidence.*** | |
|  | The outcome letter did not provide a clear explanation of the reasons for the outcome that was reached |
| \****If your complaint is on these grounds please explain why and provide evidence.*** | |
|  | There are undisclosed ***personal circumstances/further evidence*** which you believe would have affected the decision taken at Stage One. You must have a good reason not to have disclosed these circumstances at Stage One of the complaint. |
| ***Please outline with evidence the circumstances that were not disclosed at Stage One of the complaint.*** | |
| ***Please outline with evidence, where available, the reason that you did not disclose these circumstances at Stage One of the complaint.*** | |

|  |
| --- |
| Section Five: Evidence |

**Please list below the evidence you are sending in support of your request for review at Stage Two.**

|  |
| --- |
|  |

|  |
| --- |
| Section Six: Outcome |

**What Outcome Are You Seeking?**

|  |
| --- |
|  |

|  |
| --- |
| Section Seven: Pre-submission Checklist |

I confirm that I have….

|  |  |
| --- | --- |
| * read the Student Complaints procedure (available at <https://www.wlv.ac.uk/current-students/conduct-and-appeals/current-student-complaints/>), |  |
| * met the deadline to submit my Complaint at Stage Two, |  |
| * provided details of the reasons I am requesting a review of my complaint at Stage Two, |  |
| * provided evidence to support my complaint, |  |
| * confirmed the outcome I am seeking |  |

|  |  |
| --- | --- |
| **Signed/name:** |  |
| **Date:** |  |

|  |
| --- |
| How to submit your form and evidence |

**By email (preferred)**

Email the form and copies of any evidence to: conductandappeals@wlv.ac.uk

**Hand deliver to the Conduct and Appeals Unit:**

Conduct & Appeals Unit

3rd Floor MX Building

On arrival please use the internal phone at the end of the corridor to call ext: 2079 or 3062 and we will collect the forms from you.

**By Post:**

Conduct & Appeals Unit,

Registry, University of Wolverhampton

The Housman Building (MX), City Campus Molineux, Wolverhampton, WV1 1AD

|  |
| --- |
| What happens next? |

You will receive a formal acknowledgment of your Complaint. You will normally receive a substantive response within 28 working days.