

STUDENT COMPLAINTS FORM (Review Stage)

You should complete this form if you have been notified of the outcome of your Formal Stage Complaint and are still not satisfied.

Before completing this form it may be helpful to seek advice about your concerns. Support and advice is available from a number of sources – try speaking to your tutor, personal tutor, or supervisor. Student Services and/or the Students' Union Advice Centre will also provide confidential and independent advice.

If you have any concerns or queries about filling in the form, the people mentioned above will be pleased to discuss these with you.

SECTION A – YOUR PERSONAL DETAILS

Full Name			
Student Number			
Preferred address for postal correspondence			
		Post Code	
Telephone number			
Email address			
<p>NOTE: Acknowledgement of receipt of your form and any progress updates will be sent to your University of Suffolk email address, and copied to the address provided above.</p> <p>If the contact details above are different to those held by the University please update your contact details as soon as possible on OASIS.</p>			

SECTION B – YOUR COURSE DETAILS (if applicable)

Faculty/Department or College	
Course title	
Level/Year of study	
Full-time or Part-time	

SECTION C – YOUR FORMAL STAGE COMPLAINT

When did you submit your formal stage complaint?

What was the outcome of your formal stage complaint?

When were you informed about the outcome of your formal stage complaint?

SECTION D – YOUR REVIEW STAGE COMPLAINT

D1: What are the grounds for your review stage complaint? *(tick all that apply and provide details below)*

	There is new information put forward by the complainant that was not known to the Investigating Officer dealing with the original complaint and which could not have reasonably been made known to the Investigating Officer before they made their decision.
	Evidence put forward at the formal stage was not fully and properly considered and/or the outcome was not reasonable in the circumstances.
	There was procedural irregularity in the conduct of the formal stage.
	There was prejudice and/or bias or the appearance of prejudice and/or bias in the conduct of the formal stage.

Please explain the reason for your review stage complaint *(continue overleaf if necessary)*



D2: How would you like your complaint to be resolved?

SECTION E – SUPPORTING EVIDENCE

Please list below the evidence you are attaching to support your complaint

SECTION F – DECLARATION

I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief.

I agree that my complaint may be disclosed to relevant members of the University to the extent necessary for its consideration.

I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by the University to the extent necessary for the consideration of my complaint.

Signed	
Date	

Where to submit your formal complaint

Once completed, this form and your supporting evidence should be submitted to the Office for Student Appeals, Complaints and Conduct (OSACC)

Email: osacc@uos.ac.uk

Post: Office for Student Appeals, Complaints and Conduct
 University of Suffolk
 Waterfront Building
 Neptune Quay
 IPSWICH, IP4 1QJ

For more information about complaints and how your complaint will be processed, please see the Student Complaints Procedure and associated guide on MySuffolk.