****

**REQUEST FOR REVIEW OF A STUDENT COMPLAINT FORM**

|  |
| --- |
| **Please ensure that you have read and understood the Student Complaints Regulations available at:** [**https://registry.southwales.ac.uk/student-regulations/student-complaints/**](https://registry.southwales.ac.uk/student-regulations/student-complaints/)  **This form should be submitted to the Student Casework Unit via:** [**studentcasework@southwales.ac.uk**](mailto:appeals.complaints@southwales.ac.uk) |

**YOUR DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname:** |  | **First Name(s):** |  |
| **Student number:** |  | | |
| **Email address:** |  | | |
| **Telephone Number:** |  | | |
| **Course:** |  | | |
| **Faculty:** |  | | |

**GROUNDS FOR REVIEW**

|  |  |  |
| --- | --- | --- |
| **Please tick the box(es) that describes your grounds for requesting a review:** | | |
| **Ground A** | You have evidence that the procedures at the formal investigation stage were not conducted in line with the regulations and that this materially affected the outcome of the investigation. |  |
| **Ground B** | You have evidence that there were specific issues of the complaint which you raised during the formal investigation which were not considered. |  |
| **Ground C** | You have new material evidence that you were unable, for valid reasons, to provide earlier in the process (NB Sensitive personal, family or cultural reasons will not be accepted as good reason). |  |
| **Ground D** | You have evidence that the outcome was not reasonable in the circumstances. |  |

|  |
| --- |
| **Please outline your reasons for requesting a review of the investigation into your complaint and why you are not satisfied with the investigating officer’s findings:** |
|  |

|  |
| --- |
| **Please detail what reasonable outcome or further action you are expecting:** |
|  |

**EVIDENCE**

|  |
| --- |
| **Please list any additional evidence you have provided to support your grounds for requesting a review. Where new material evidence is submitted at this stage, please specify the reason(s) why this has not previously been provided.** |

|  |  |
| --- | --- |
| **Evidence attached in support of your request for review** | |
| **Type of evidence:** | **Date of evidence:** |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |

|  |
| --- |
| **Please specify the reason(s) why this evidence was not previously provided with your original complaint:** |
|  |

**SPECIFIC REQUIREMENTS**

|  |
| --- |
| **Please outline any specific requirements you have for which reasonable adjustments may be needed:** |
| *For example, please note if you require correspondence to be in a specific font and/or size or if you have mobility difficulties that will require interviews to be held in a wheelchair accessible area.* |

**DECLARATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **I declare that the information given above, and any attached corroborating evidence, is accurate and true to the best of my knowledge.**  **I understand that this form, and the evidence submitted with it, will constitute part of the full case file, which will be made available to appropriate parties on request and shared in line with the relevant Communication Plan[[1]](#footnote-1)[1] and Privacy/Fair Processing Notice[[2]](#footnote-2)[2].** | | | |
| **Signed**: |  | **Date:** |  |

1. [1] Communication plans for each area of casework can be found here: https://registry.southwales.ac.uk/student-regulations/ [↑](#footnote-ref-1)
2. [2] <http://uso.southwales.ac.uk/ig/dp/> [↑](#footnote-ref-2)