

SEO Reference Number:

**STUDENT COMPLAINT FORM – FORMAL PROCEDURE STAGE 3/REVIEW**

This form is to be completed for all complaints to be dealt with under Stage 3/Review Stage of the Student Complaints Procedure and should be sent to:

Standards and Enhancement Office, Deane Road, Bolton BL3 5AB Email: [complaints@bolton.ac.uk](mailto:SEO@bolton.ac.uk)

This form should only be used if you have received the outcome of a Stage 2 complaint and you are dissatisfied with the outcome.

Independent help and advice about completing this form can be obtained from the Students' Union. Please e-mail [info@boltonsu.com](mailto:info@boltonsu.com) or call into the Student Union Office to make an appointment.

***Complete in block capitals or type.***

The Student Complaints Procedure is available at the Student Information Policy Zone at the following link <http://www.bolton.ac.uk/studentinformation-policyzone/Home.aspx>

# DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT (Please attached the Stage 2 form if all your details have remained the same)

|  |  |
| --- | --- |
| Name[[1]](#footnote-1): | Student Number: |
| Programme: | Level: |
| School/Partner Organisation: | Year of Study: |
| Address for correspondence in connection with the complaint  ………………………………………………………………………………………………………………………………...  ………………………………………………………………………Postcode………………………………………………  Email……………………………………………... Telephone Number ………………………………………………….. | |

|  |  |
| --- | --- |
| **A request for review can only be submitted on one or more of the following grounds. Please indicate the ground(s) for your request for review by ticking the appropriate box.** | |
| 1. There was a procedural irregularity at Stage 2 of the Student Complaints Procedure which has materially disadvantaged the student; |  |
| 1. the emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 2 |  |
| 1. Evidence is available to show that the outcome reached at an earlier stage was manifestly unreasonable. In this context, unreasonable shall be taken to mean perverse, i.e. that the outcome was not a possible conclusion which a similar hearing or process of consideration might have reached. |  |
| **In relation to the ground(s) you have indicated above (A, B or C), please explain for each relevant ground why you are dissatisfied with the response you have received from the School or Professional Service at Stage 2 of the Student Complaints Procedure.** | |
| **Ground A**  Please explain why you believe that there was a ‘procedural irregularity’ in how your complaint has been considered at a previous stage of the process and how you believe this has affected the outcome. | |
| **Ground B**  Please list the evidence you intend to use, explain why this was not available at an earlier stage of the complaints procedure and its relevance to your complaint (attach any relevant information). | |
| **Ground C**  Please explain why you believe the outcome reached at an earlier stage was ‘manifestly unreasonable’ and list the evidence you wish to use to support this (attach any relevant information). | |

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| **Please indicate, without prejudice, what outcome or further action you are expecting:** |
|  |

|  |  |
| --- | --- |
| Declaration I declare that the information given in this form is true and that I would be willing to answer further questions relating to it if necessary. | |
| Signed: | Date: |

**Following section of form to be completed by relevant staff**

**To be completed by SEO**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date form received by SEO: | | | | Date form acknowledged: | | | |
| Date reviewed for eligibility: | | | | SEO Officer: | | | |
| Eligibility decision – please tick | | | |  | | | |
| Not eligible |  | Eligible – Grounds A |  | Eligible – Grounds B |  | Eligible – Grounds C |  |
| SEO Officer | | Reason for decision | | | | | |
| Date of notification to complainant | | | |  | | | |

**Review Officer**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Details (and date) of person appointed as Review Officer: | | | | | |
|  | | | | | |
| Decision of Review Officer  *Please tick relevant selection below – if multiple decisions on multiple elements of a complaint please provide details as necessary* | | | | | |
| Upheld |  | Partially Upheld |  | Not Upheld |  |
| Please include further details if relevant: | | | | | |
| Date of letter to complainant advising outcome:  NB letter should inform complainant of their right to submit their complaint should they continue to be dissatisfied to the Office of the Independent Adjudicator) and should clearly identify itself as a Completion of Procedure Letter. | | | | | |

The letter advising the student of the Review outcome will be sent to the student by SEO with guidance regarding further steps as appropriate.

1. In the case of a Group Complaint, please ensure that a Group Complaint Consent Form is completed listing all complainants: [↑](#footnote-ref-1)