

Regulations Governing Student Complaints

Stage 3 Student Complaint Form

This form is to be completed under the **Formal Review Procedure: Stage 3** and should be sent to the Head of Academic Appeals and Student Complaints within 10 working days of the date of the stage 2 response. **PLEASE COMPLETE IN BLOCK CAPITALS**

Please refer to the Regulations Governing Student Complaints <http://www.calendar.soton.ac.uk/sectionIV/student-complaints.html> and the guidance notes attached to this form. You are strongly encouraged to seek advice from the SUSU Advice Centre. Email advice@susu.org or telephone 023 8059 2085.

Please note that you should not introduce any new complaints at the stage

Section 1: About you

| | | | | |
|---|--------------|--------|--|--------|
| Student ID no | | | | |
| Name | | | | |
| Address for correspondence | | | | |
| Telephone contact | | | | |
| Email contact (please use university email address if possible) | | | | |
| Faculty | | | | |
| Year of Study | | | | |
| Programme of study | | | | |
| Date you first enrolled on your programme of study | | | | |
| Year of regulations under which complaint is made (Please see attached guidance note) | Current Year | Tick ✓ | Regulations in force at date of registration | Tick ✓ |
| | | | | |
| Date stage 2 form submitted | | | | |
| Date of Faculty/Service response to stage 2 | | | | |

Section 2: Grounds for Review

| Please complete the table to confirm which grounds you are submitting to request a review at Stage 3 | | | | |
|--|--|--------|---|--------|
| | I have substantial new information which was not available at Stage 2 and for good reason. (9.1.1 of regulations) | Tick ✓ | There was a failure to follow the procedures at Stage 2 which has significantly disadvantaged me. (9.1.2 of regulations) | Tick ✓ |
| Please list evidence to support your grounds - include reasons why you did not submit this at an earlier stage | | | | |
| Please state preferred outcome | | | | |

Section 3: Declaration

| I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary. | | | |
|--|--|--------------|--|
| Student Signature: (Please print name if completing electronically) | | Date: | |

Please be aware that as part of the review of your complaint, any member of staff mentioned will be made aware of the complaint in order that the complaint may be fully investigated.

Guidance notes

Completion of Stage 3 Student Complaint Form

Section 1: About you

- **Student ID** – enter your University ID number which can be found on your ID card
- **Name** – enter your full name
- **Address for correspondence** – Address you wish to be contacted at
- **Telephone contact** – enter all telephone numbers we may use to contact you e.g. Home, mobile/cell
- **Email contact** – ideally this should be your university email address
- **Faculty** – enter the name of the Faculty you are enrolled to study in
- **Year of study** – enter the year you are currently in e.g. 1st, 2nd
- **Programme of study** – enter the title of the course you are studying
- **Date you first enrolled on your programme of study** – enter the month and year e.g. October 2007 in which you started your course
- **Year of regulations under which complaint is made** – Please tick to confirm if you are using the current complaint regulations, or those in force at the time you first registered. These must be the same regulations that you have used for stages 1 and 2 of your complaint. You may apply to use the Complaints Regulations in force when you first registered for your programme only if you can demonstrate that you will be substantially disadvantaged by having to use the current Complaints Regulations.
- **Date stage 2 form submitted** – enter the date you submitted your Stage 2 Student Complaint Form to the Faculty or Service
- **Date of Faculty/Service response to stage 2** – enter the date of the faculty's response to your complaint at stage 2

Section 2: Grounds for Review

There are just two grounds under which you can request a review at stage 3. Place a tick next to the ground(s) which you are using. Under the appropriate ground (s) list any supporting evidence you are supplying, along with reasons why this was not submitted at an earlier date.

State your preferred outcome – what you would like to happen as a result of your complaint

Section 3: Declaration

Sign and date the form to declare that the information you have given is true to the best of your knowledge and that you are willing to answer further questions relating to it if necessary.