**Request for Review – Student Complaint**

This form must be used to submit a request for a Review, **after** you have received the outcome of your Formal Complaint as part of the *Student Complaints Process*. Please complete the form in full and submit to [resolution@bucks.ac.uk](mailto:resolution@bucks.ac.uk) **within 10 working days of the outcome of the Formal Complaint**. All evidence to support your request should be included with the form. By submitting your request you are agreeing to any information and evidence you submit being shared as is necessary to process your Request for Review.

**Note – please be aware that a Request for Review does not constitute a new investigation. The review stage will not consider the case afresh or involve a further investigation and will not consider any new issues raised by the student. If accepted, a review of the original investigation will be undertaken to ensure the correct procedures have been followed, and that any recommendations made are reasonable in the circumstances.**

# Personal Information

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname:** |  | | |
| **First name:** |  | | |
| **Student ID:** |  | | |
| **Email address:** |  | | |
| **Contact Telephone:** |  | | |
| **Are you registered with the University’s Disability Service?** | | **Yes** | **No** |

# Complaint Information

|  |  |  |
| --- | --- | --- |
| **Date:** |  | |
| **Course Name:** |  | |
| **Year of Study:** |  | |
| **Have you attached a copy of your Complaint and outcome letter?** | **Yes** | **No** |
| If your answer is No, the investigation may be delayed while the appropriate evidence is gathered. | |

# Grounds for a Request for Review (see over)

* the procedures during the formal stage were not followed properly (procedural irregularity)
* the outcome was not reasonable given the circumstances presented
* New evidence which was unable, for valid reasons, to be provided earlier in the process and which would have had a significant (‘material’) effect on the decision

|  |  |  |  |
| --- | --- | --- | --- |
| Ground(s) | | Student Statement | Evidence to support grounds |
|  | The procedures during the formal stage were not followed properly (procedural irregularity) |  |  |
|  | The outcome was not reasonable given the circumstances presented |  |  |
|  | New evidence which was unable, for valid reasons, to be provided earlier in the process and which would have had a significant (‘material’) effect on the decision |  |  |

# Additional Guidance for Students

## Advice and support

You are strongly recommended to contact the **Students’ Union Advice Centre**, as they will be able to support and advise you in making a complaint. You can contact them at either the High Wycombe or Uxbridge Campus offices. For more information about services and opening times, visit their [webpages](http://www.bucksstudentunion.org/support/advice), email [SUAdvice@bucks.ac.uk](mailto:SUAdvice@bucks.ac.uk) or call 01494 603016.

## What happens next?

* A Request for Review will be allocated to an appropriate member of staff who has not been involved at any previous stage.
* Where a Review identifies issues with the outcome of the case at the formal stage, the Review will be **upheld** and the matter will be **referred back** to the formal stage for reconsideration. This decision will be communicated to the student in writing along with an explanation of the next steps in the process and the likely timeframe.
* Where a Request for Review is **not accepted** (because it did not correspond to one or more of the grounds above) or is accepted and subsequently **not upheld**, this decision will be communicated to the student in writing by issuing a Completion of Procedures letter outlining the reasons for the decision.

# Complaint to the Office of the Independent Adjudicator

* If a complainant is still unhappy with the outcome after all the University’s internal procedures have been completed they may complain to the Office of the Independent Adjudicator for Higher Education (OIA).
* Any complaint to the OIA must be submitted within 3 months of the Completion of Procedures letter being received by the student (see page 8). The OIA will not normally consider complaints which have not followed the University’s procedures through all stages, including appeal.
* The Office of the Independent Adjudicator for Higher Education may be contacted at:

Office of the Independent Adjudicator

Second Floor

Abbey Gate

57-75 Kings Road

Reading

RG1 3AB

Tel: 0118 959 9813

Email: [enquiries@oiahe.org](mailto:enquiries@oiahe.org)

Website: [www.oiahe.org.uk](http://www.oiahe.org.uk)