**STUDENT COMPLAINT REVIEW REQUEST FORM**

*For students who have received a Formal Complaint Decision*



**Before** you submit a Review Request:

*You* ***should****:*

* Read the **Guidance and Procedure** at http://www.cardiff.ac.uk/public-information/students-applicants/complaints
* Consider seeking **independent advice** from Student Advice in the Students’ Union who can support you in making your Review Request: contact them on 02920 781410 or [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk).

*You* ***must****:*

* **Complete this form fully**, providing all of the information and evidence you want to be considered. If you are awaiting evidence, state what it is and when you can send it;
* **Keep a copy** of your Review Request and evidence.

Review Request **grounds** & **timescales**:

* You can **only submit a review request on the grounds** in the Student Complaint Procedure. **Section 2** of the Review Request form states the grounds;
* Your **Review Request must normally be received within 10 calendar days** of the date of your Formal Complaint Decision. We will consider a late Review Request which includes a reason and evidence for lateness on its merits and confirm whether it can be exceptionally accepted.

**How to submit** your Review Request:

* **Email** - from an account registered on your student record to: [Student complaints@cardiff.ac.uk](mailto:Student%20complaints@cardiff.ac.uk)
* **Post** - keep proof of postage:

Student Complaints Team, 2nd Floor, McKenzie House, Newport Road, Cardiff, CF24 ODE.

What happens **after** you have submitted your request for review?:

* You will receive a letter by email or post within 7 calendar days to confirm whether your Review Request has been **accepted or rejected**.
* If your Review Request is **rejected** you will receive a Completion of Procedures letter;
* If your Review Request is **accepted**, the Senior Officer who issued the Formal Complaint Decision **will be asked to provide a factual response to your Review Request**;
* A **Reviewer** (who has had no previous involvement in your complaint) **will** **consider your Review Request** and the Senior Officer’s response;
* **You will receive a letter** confirming the Reviewer’s decision:
* **If your Review Request is upheld.** You will receive a letter confirming this and details of the proposed remedy. You will be asked to confirm if you are satisfied or dissatisfied with the Review Stage Decision; If you are **satisfied** the remedy will be implemented and your complaint will be closed. If you are **dissatisfied** you will be issued with a Completion of Procedures letter.
* **If your Review Request is rejected** we will confirm the reason for this in a Completion of Procedures letter.

If you are dissatisfied with the Review Stage Decision and have received a Completion of Procedures letter, you can refer your complaint to the Office of the Independent Adjudicator (OIA): [www.oiahe.org.uk](http://www.oiahe.org.uk), this process will be explained in the Completion of Procedures letter.

Questions? Want the form in an alternative format? [Studentcomplaints@cardiff.ac.uk](mailto:Studentcomplaints@cardiff.ac.uk) or [**Tel: 029**](Tel:029) **20688745**



**STUDENT COMPLAINT REVIEW FORM**

*For students who have received a Formal Complaint Decision*

***COMPLETE IN BLOCK CAPITALS OR TYPE***

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| **1. PERSONAL DETAILS** | | | | | | |
| **Full Name**: |  | | **Student No:** | |  | |
| **Programme and Year of Study:** | | | **Personal Tutor:** | | | |
|  | | |  | | | |
| **Address for correspondence in connection with the complaint (***if different to the address held on your Student Record (SIMS)):* | | | | | | |
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| **Postcode:** |  | **Telephone number:** | |  | | |
| **Email Address:** | |  | | | | |
| **PLEASE NOTE:** | | **The University will communicate with you about your Review Request by email (current students will normally be contacted through their University email address only) or by post to the address held on your Student Record (SIMS). Therefore, it is important that you keep your contact details up to date** | | | | |
| **Date of Formal Complaint Decision:** | | **(***please attach a copy of the Formal Complaint Decision letter***)** | | | | |
| **Are you submitting a Review Request in relation to a Group complaint?:** | | | | | **YES**  **NO** | |
| **If you have a disability and you require a reasonable adjustment to the student complaint process, please provide details below:** | | | | | | |
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| **2. GROUNDS FOR REVIEW REQUEST** | | | | | | |

**Tick the box(es) of the ground(s) on which you wish to request a review of the Formal Complaint Decision as outlined in the Student Complaint Procedure (Section 5) and complete the relevant section below:**

the Procedures were not followed correctly at the Formal Stage;

the decision and/or remedy were unreasonable;

there is new material evidence which you were unable, for valid reasons, to provide at the Formal Stage.

**Review Requests will not be accepted on any other ground including questioning academic judgement.**

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| --- | --- |
| 2.1 **The Procedures were not followed correctly at the Formal Stage.**  State why you believe the Procedures were not followed correctly at the Formal Stage: | |
| 2.2 **The decision and/or remedy were unreasonable.**  State why you believe the decision and/or remedy were unreasonable: | |
|  |  |
| 2.3 **There is new material evidence which you were unable, for valid reasons, to provide at the Formal Stage**.  State why you were unable to provide the evidence at the Formal Stage, how you think the evidence supports your complaint and complete Section 4 below. | |
| **3. REVIEW REQUEST OUTCOME** | |
| **Indicate what you would like to happen as a result of your Review Request.** | |

**Any evidence that you wish to be considered as part of your Review Request must be attached to this form. Ensure you attach all evidence. If you are awaiting evidence state what it is and when you can send it. This information will be considered and we will confirm whether the late evidence can be accepted.**

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| **4. LIST THE EVIDENCE ATTACHED TO THE REVIEW REQUEST FORM** | | | |
| **Date of Evidence** | **Document Type (e.g. Medical Certificate, Counsellors Letter, Police Report, Death Certificate, etc.)** | **Period Covered by Evidence** | **Is the evidence attached?** |
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| **5. DECLARATION** |
| I declare that I have read the Student Complaint Procedure: http://www.cardiff.ac.uk/public-information/students-applicants/complaints (). I declare that the information I have given is factually correct and complete. I agree that it may be disclosed to appropriate University staff including the Senior Officer, Investigating Officer, College Registrar (where appropriate) and Reviewer to allow consideration of the Review Request.  Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**In order to improve the quality of the facilities and services delivered at Cardiff University the information you provide will be held on a secure complaints database in accordance with the Data Protection Act 1998. The database will be restricted to only those staff involved in administering your complaint and any reports derived from it for the purpose of monitoring our services, will be fully anonymised.**