

St Edmunds College Student Complaints Procedure: Review form

Use this form if:

- you are dissatisfied with the outcome of the formal complaint; and
- you are dissatisfied because of at least one of the permitted grounds for review:
 - procedural irregularities that occurred during Formal Resolution, which were material or potentially material to the decision reached;
 - the Formal Resolution decision is unreasonable, in that no reasonable person or body could have reached the same decision on the available evidence;
 - the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.

Before completing this form you should:

- read the Blue Book, Section 2.19;
- seek advice or support from any of the sources listed in 2.19.9 Blue Book or another source of advice/support

You cannot use this form if you:

- want to raise a new complaint about a different matter to the one described in your formal complaint;
- are dissatisfied with the outcome of your formal complaint but the reason for your dissatisfaction does not meet the permitted grounds for review. In this circumstance, you should write to master@st-edmunds.cam.ac.uk and explain that you are dissatisfied but without grounds for Review. You will then be issued with a Completion of Procedures letter, which confirms the end of the University's internal procedures and informs you of the role of the external ombudsman, the Office of the Independent Adjudicator.

Deadlines for making a complaint:

- reviews should be requested within 14 days of being sent the formal complaint decision letter. Reviews requested made after these deadlines will be considered late;
- if you wish the College to consider a late request for review then you will need to include a valid reason and evidence for lateness in addition to your review request. You will then be informed either that your reason for lateness has been considered valid or that your request for review is out of time. If your request is out of time you will receive a Completion of Procedures letter.

Things to remember when submitting a request for review:

- complete all sections of the form and include all evidence you wish to be considered by the University;
- You should not include unnecessary information about other people in your request
- submit all documents to master@st-edmunds.cam.ac.uk ;
- you will receive a response, by email, within a week confirming the timescale for the review
- if you are unsure or have any questions about the procedure you can contact the Tutorial Department, or College Administrator

1. Complete your personal details

Surname/Family name:		Title:	
First/Given name(s):			
College:			
Email/CRSid:			
Degree/Course of study:			
Start date of course:		Year of study:	
Dept/Faculty:			

2. Do you require reasonable adjustments to be made to this process or correspondence to be sent to an authorised representative because of your disability (if yes, please provide details of the adjustments or authorised representative and evidence of your disability)?

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3. If your request for review relates to a formal complaint decision that was sent over 14 days ago, please confirm your reason for lateness (you need to include evidence of your reason for lateness).

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4. Please identify the grounds on which your request for review is based (tick as appropriate):

a) procedural irregularities that occurred during Formal Resolution, which were material or potentially material to the decision reached; and/or	
b) the Formal Resolution decision is unreasonable, in that no reasonable person or body could have reached the same decision on the available evidence; and/or	
c) the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.	

5. Please set out clearly and concisely, the reasons for requesting a review.

Explain how your reasons meet the grounds ticked above and if your review includes new evidence, explain why this evidence could not have been submitted at an earlier stage.

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6. Provide a list of any new evidence you wish to be considered with your request for review.

The evidence that you supply must be complete, relevant and proportionate.

Do not provide evidence you have already submitted or received through the Procedure.

Evidence	Author of Evidence	Date of Evidence	Relevance of Evidence

7. Please state what outcome you are hoping to obtain (the options available to the Reviewer are set out in the relevant regulations referred to above):

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8. Statement by Student (please tick to indicate your agreement with each statement):

I have read and understood the Blue Book	
I agree to the College handling my complaint and personal information in accordance with the Policy on the use of personal information as notified. This will include sharing a copy of my complaint with staff, Fellows or other students involved in the complaint, so that they can respond to all aspects of my complaint.	
I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the Procedure.	
I agree that my original complaint form may be passed to the Master's Office.	
I understand that I should inform you immediately if any part of my review is being dealt with in a Court or Tribunal, or any other body.	
I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge.	
Signed: _____ Date: _____	

Submit this form and all evidence to master@st-edmunds.cam.ac.uk

You will receive formal acknowledgement of your review request, normally, within 7 days.