

# STUDENT COMPLAINT APPLICATION PACK

(Effective from 16 September 2024)

## Stage 2 – Formal Institutional Review and Final Resolution

This pack contains the following information:

1. Student Complaints Policy and Procedure ‘Guide for Students – Your Questions Answered’
2. Student Complaint Form: Stage 2: Formal Institutional Review and Final Resolution
3. Student Complaints Policy and Procedure

**Whilst the Student Casework Office can assist you with the Student Complaint process, you are strongly encouraged to seek independent advice from an Adviser in the Students’ Union before submitting your Application Form.**

**An Adviser can be contacted by emailing [suss@tees-su.org.uk](mailto:suss@tees-su.org.uk).**