

# **STAGE 2 GROUP STUDENT COMPLAINT FORM**

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| This form is for use by a **group of students** at Stage 2 of the University’s Student Complaints Policy and Procedure. Before completing this form, it is strongly encouraged to read the following documents:* **Student Complaints Policy and Procedure**
* **Student Complaints Policy and Procedure ‘Guide for Students - Your Questions Answered’**

Before completing this form, you should have received a Stage 1 response.The form should be submitted to the Student Casework Office via email. Please remember to attach any documentary evidence.  Please note that any documents supplied as part of your Complaint will not be returned. You should complete all relevant sections as any omissions may result in a delay with your Complaint being processed.          |

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| **1.     PERSONAL/COURSE DETAILS** |
| **Name of group spokesperson and correspondent:***Please provide the full name of the individual of the group who will be acting as the spokesperson and correspondent on behalf of the group.* |       |
| **Address of group spokesperson and correspondent:** |       |
| **Telephone number(s) of group spokesperson and correspondent:** |       |
| **Email address of group spokesperson and correspondent:***This is the address that the Student Casework Office will use to communicate with regarding the case.* |       |
| **School:***(Please select as appropriate)* | [ ]  School of Health & Life Sciences[ ]  Teesside University International Business School[ ]  School of Computing, Engineering & Digital Technologies[ ]  School of Social Sciences, Humanities & Law[ ]  School of Art and Creative Industries[ ]  Teesside University London[ ]  Other  *Please state:*       |
| **Course of Study:***For example BSc (Hons) Psychology* |       |
| **Studying on a Professional Apprenticeship:** | [ ]  Yes [ ]  No |
| **Mode of Study:** | [ ]  Full Time [ ]  Part Time [ ]  Research [ ]  Sandwich |
| **Type of Study:** | [ ]  Undergraduate [ ]  Postgraduate [ ]  Other |
| **Level of Study:** | [ ]  4 [ ]  5 [ ]  6[ ]  7[ ]  Other  |

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| **2. FORMAL RESOLUTION STAGE** |
| **What was the outcome of your Stage 1 Formal Complaint?** |
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| **3. FORMAL INSTITUTIONAL REVIEW AND FINAL RESOLUTION** |
| Please indicate which of the ground(s) the group consider relevant by ticking the appropriate box(es):  It is important that as much information as possible is provided.  This information can be submitted in typed format on a separate sheet, but please ensure that each question is answered. |
| **[ ]  There is evidence of procedural irregularity at Stage 1 which has materially disadvantaged you.** |
| **Please state the nature of the procedural irregularity and the evidence to support this**     **What documents are included?**      |
| **[ ]  Additional information has come to light which may have affected the outcome of Stage** **1 but was unavailable at the time of the submission of your Stage 1 Complaint Form.** |
| **Please state why the additional information was unavailable at the time of the submission of the Stage 1 Complaint Form**     **What documents are included?**      |
| **[ ]  That evidence is available to show that the outcome reached at an earlier stage was unreasonable. In this context, unreasonable shall be taken to mean perverse for example, that the outcome was not a possible conclusion which a similar hearing or process of consideration might have reached.**  |
| **Please state why you believe the outcome reach at an earlier stage was unreasonable**     **What evidence is now available?**     **What documents are included?**      |

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| **4. OUTCOME SOUGHT** |
| **Please indicate below what outcome the group would like to see as a result of their complaint.** |
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| **5. INVOLVEMENT OF AN ADVISER** |
| **If you have sought advice from the Students’ Union please state the name of the person who provided you with advice:** |
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| **If you give permission for the University to discuss your case with the above person please indicate below:** |
| [ ]  Yes [ ]  No The Student Casework Office is not able to provide documentation or communicate with the Students’ Union without your consent. |

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| **6. PRIVACY NOTICE AND DECLARATION**  |
| Any Personal Data provided by you and any member of the group in this Application Form or as an attachment, will be processed by the Student Casework Office for the purposes of logging, coordinating, progressing and facilitating resolution of the matter(s) complained about. The Student Casework Office will only process the Personal Data to the extent necessary to enable the proper administration of the case. This may include sharing Personal Data with staff and/or Panels within Schools/Departments/Partner Institutions or requesting information from them. It may also include sharing information relating to an individual with others in the group.  If you, or any member of the group, has submitted information regarding their health and wellbeing, including details of any disability or learning difficulty, as part of the Application, this is classed as ‘Special Category Data’, and we are required to obtain this person’s express consent to process this information. Withdraw of consent to the University processing Special Category Data can be made at any time. For further information regarding how Personal Data will be used please refer to the University’s Privacy Policy for Students which can be found on the Legal Statements page of the University’s website;<http://www.tees.ac.uk/sections/about/public_information/copyright.cfm?display=privacy>I declare that:* The information provided on this Application Form and any accompanying documentation is true to the best of my knowledge;
* I have read and understood the University’s Privacy Notice for Students and agree to the processing of Personal Data as set out above and as provided for in the University Privacy Notice for Students, including Special Category Data;
* Specifically, I acknowledge that Personal Data, including Special Category Data where applicable, may be shared with other group members for the proper administration of this case;
* Where I (or the relevant group member) have submitted Personal Data regarding a third party I/they  have obtained written consent from that individual to share their Personal Data and I/they have provided this with our Application, or the Personal Data has been anonymised;
* This form and any supporting documentation is submitted with the full knowledge and consent of all group members.
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| **Signatures, Student Numbers and printed names of group complainants:***If there are more than 8 group complainants, please provide signatures, student numbers and full names of all complainants on a clearly labelled separate sheet.* |  | **Full Name** | **Student Number** | **Signature***(not necessary if submitted electronically)* |
| 1. |       |       |  |
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| 3. |       |       |  |
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| 7. |       |       |  |
| 8. |       |       |  |
| **Dated:** |       |

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| **CHECKLIST**Before returning this form you are advised to check the following:* The group have read and understood the Student Complaints Policy and Procedure in particular the Privacy Notice and Declaration.
* The group have completed all relevant fields on this Application Form.
* The group have fully and clearly stated what you consider to be a satisfactory outcome
* The Student Casework Office has been contacted if any member of the group has any specific requirements relating to a disability or specific learning difficulty, which you wish the Student Casework Office to be aware of.
* The accompanying sheets have been clearly labelled.
* All relevant documentary evidence to support the complaint are included.
* Where the group has submitted Personal Data regarding a third party they have obtained written consent from that individual to share their Personal Data and have provided this with the Application, or they have anonymised the Personal Data.
* You have kept a copy of this Application Form for your records.
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**TO SUBMIT YOUR COMPLAINT**

**Email:** sco@tees.ac.uk