Email: sco@tees.ac.uk

STUDENT COMPLAINT GROUP APPLICATION PACK

(Effective from 28 September 2026)

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. Group 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 this 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.**

Teesside University