

# **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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| **Do you give permission for the University to discuss your case, provide documentation and copies of correspondence to you 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**  |
| The Student Casework Office (SCO) will process personal data to facilitate and investigate the raised complaint and determine an outcome. This will include personal data provided by you in your application, and any correspondence between you and the SCO about your case. We may also access personal data from University systems, such as email correspondence and/or academic, attendance or health information. Personal data will be handled in confidence, and the SCO will only process personal data to the extent necessary to enable the proper administration of your case. However, where there are concerns regarding the welfare or safety of an individual, it may be necessary to share information with internal or external services to ensure the protection of those individuals. Our processing fulfils the core functions of the University as a public authority and is conducted in the public interest. As such we rely upon the public task lawful basis Article 6(1)(e) to conduct this processing, and where special category personal data is processed, ( Article 9(2)(g) ‘substantial public interest’.**Who we share data with:**We will share the information you provide, as the complainant, with any individuals who are the subject of the complaint, panel members and other relevant staff required to process your complaint. This may include sharing your evidence to supplement additional investigation outside of the complaint process, to ensure all appropriate follow-up actions are completed. We may also be required to share some information with potential witnesses in order to record their accounts and any additional evidence.Our insurance brokers and insurers may need to be notified where there is a possibility of a claim being raised against the University. We may need to share full details about the appeals or complaints which may include the appeals or complaint form, and additional information about all involved parties.In addition, if you refer a complaint to the [**Office of the Independent Adjudicator**](http://www.oiahe.org.uk/), there may be a need to share personal data with them in order to respond accordingly. Further information regarding how the University will process your personal data can be found in the University’s [Student Privacy Notice](https://www.tees.ac.uk/sections/about/information_governance/privacy.cfm). 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 how my personal data will be processed;
* where I have submitted personal data about a third party I have obtained written consent from that individual to share their personal data and have provided this with my Application or I have anonymised the Personal Data.
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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. |       |       |  |
| 2. |       |       |  |
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| 6. |       |       |  |
| 7. |       |       |  |
| 8. |       |       |  |
| **Dated:** |       |

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| **CHECKLIST**Before returning this form the group 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 would be a satisfactory outcome;
* the Group have identified whether you have any specific requirements relating to a disability or specific learning difficulty (should you wish to discuss your requirements please contact the Student Casework Office);
* the Group have clearly labelled any accompanying sheets;
* the Group have included all relevant documentary evidence to support your Complaint;
* where the Group have submitted personal data regarding a third party you have obtained written consent from that individual to share their personal data and have provided this with your Application, or you have anonymised the personal data;
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**TO SUBMIT YOUR COMPLAINT**

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