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# **STAGE 2 STUDENT COMPLAINT FORM**

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| This form is for use at Stage 2 of the University’s Student Complaints Policy and Procedure. Before completing this form, you are 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.  Due to current working practices, 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 DETAILS** | |
| **Name:**  *Please provide the full name as stated on your Student Card.* |  |
| **Date of Birth:** |  |
| **Student Number:**  *You will have been provided with this at enrolment and will find it on your Student Card.* |  |
| **Address:** |  |
| **Telephone Number:**  *Please provide the best number to contact you on.* |  |
| **Contact Email Address:**  *This is the address that the Student Casework Office will use to communicate with you regarding your Complaint.* |  |

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| **Disability or Learning Difficulty:**  *Should you have any specific requirements relating to a disability or specific learning difficulty please indicate any adjustments you feel you need to access this process.* |  |
| **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 why you are applying for a review by ticking the appropriate box(es):**  It is important that you provide as much information as possible.  If you wish to submit this information in typed format on a separate sheet, please ensure that you answer each of the questions. |
| **There is evidence of procedural irregularity at Stage 1 which has materially disadvantaged you.** |
| **Please state the nature of the procedural irregularity and your 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.** |
| **Please state why the additional information was unavailable at the time of the submission of your 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 you consider would be a satisfactory outcome to your 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. | |
| **Signed:** |  |
| **Date:** |  |

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| **CHECKLIST**  Before returning this form you are advised to check the following:   * you have read and understood the Student Complaints Policy and Procedure in particular the Privacy Notice and Declaration; * you have completed all relevant fields on this Application Form; * you have fully and clearly stated what would be a satisfactory outcome; * you 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); * you have clearly labelled any accompanying sheets; * you have included all relevant documentary evidence to support your Complaint; * where you 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; |

**TO SUBMIT YOUR COMPLAINT**

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