

# Formal Complaint Stage 1 Outcome Review Form

## Guidance Notes

If you are dissatisfied with the outcome of a Stage 1 investigation under the *Formal Complaint Procedure* or the *Major Disruption Complaints Procedure*, you can use this form to request a review of the decision.

Please complete all sections of the form and ensure that you submit it to Academic Registry within 10 working days of the date of the Stage 1 outcome letter together with any written evidence that you have to support your request.

## **SECTION A**

<b>FIRST NAME(S)</b>		<b>TITLE</b>
<b>FAMILY NAME</b>		
<b>UNIVERSITY ID NUMBER</b>		
<b>PROGRAMME OF STUDY</b>		
<b>YEAR/ACADEMIC STAGE</b>		
<b>FACULTY</b>		
<b>ADDRESS FOR CORRESPONDENCE (INCLUDE POSTCODE)</b>		
<b>DAYTIME PHONE</b>		
<b>EMAIL ADDRESS</b>		

**SECTION B**

**B1.** Please indicate the ground(s) under which you wish to seek a review of the Stage 1 decision:

There is new evidence that would have significantly affected the outcome and could not reasonably have been made available when the complaint was made

That there is evidence that not all of the relevant information was considered at Stage 1

That the decision is unreasonable given the facts of the case

That the complaint was upheld but the proposed remedy is inappropriate

**B2.** Please use the space below to explain why you are seeking a review of the Stage 1 decision:  
*(please use additional sheet if necessary)*

**B3.** Please state the reasonable steps you would like to see taken to resolve to your complaint:

### **DECLARATION**

I declare that the information given in this Formal Complaint Stage 1 Review Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I also acknowledge that, in accordance with i) the University's Student Privacy Notice, ii) the GDPR and iii) the Data Protection Act 2018, this form will be held on file by the Director of Student & Academic Services.

Signed

Date

### **SUBMITTING YOUR FORM**

Once you have filled out all the relevant sections of the form, please **SAVE A COPY** using your family name and student ID number as the file name e.g. MOHAMMAD 000123456.

Email the saved copy of the form to [formalcomplaints@gre.ac.uk](mailto:formalcomplaints@gre.ac.uk).

You can also email the Academic Registry team at this address if you are unsure or have any questions about the procedure.