**COMPLAINT OUTCOME REVIEW REQUEST FORM**

If you are dissatisfied with the Stage 1 outcome of your Formal Complaint, you should use this form to request a Complaint Outcome Review **if you meet one or more of the Allowed Grounds**.

Before completing this form, please ensure you have read the [Student Complaints Procedure](https://www.aston.ac.uk/sites/default/files/Student-Complaints-Procedure-2021.pdf) and the attached guidance at Annex 1 and 2. We also encourage all students to seek independent advice and guidance from the Advice & Representation Centre (ARC) in the Students’ Union.

When you have completed all sections of this form, please send it along with any supporting evidence by email to registry\_feedbackto@aston.ac.uk.

This form should be submitted within **10 working days** of the notification of the outcome of your Formal Complaint.

**If you feel that you will not be able to meet this deadline**, you should email registry\_feebackto@aston.ac.uk before the deadline, explaining why you require an extension. We will consider your request and respond as soon as possible. *Note, a deadline extension will not be granted unless you have a valid reason to request an extension.*

Please retain a copy of this form, as well as any other material you submit for your records.

**Section 1: Your details**

|  |  |
| --- | --- |
| Forename(s) |  |
| Surname |  |
| By what name do you like to be addressed? |  |
| Preferred pronouns |  |
| Student ID number |  |
| Email address |  |
| Programme of study |  |

**Section 2: Deadlines**

This form should be submitted within **10 working days** of the notification of the outcome of your Formal Complaint.

|  |  |
| --- | --- |
| Date you received notification of the outcome of your Formal (Stage 1) Complaint |  |
| If you are submitting your request outside of the 10 working day deadline, have you been granted a deadline extension? | Yes/No |
| If you have not been granted a deadline extension, please explain why you have not been able to meet the deadline. *Note, you must have a valid reason as to why you have not been able to meet the deadline.*  |

**Section 3: Allowed Grounds**

Please indicate which of the Allowed Grounds you believe is/are met. Using the guidance set out at Annex 1, please then answer the questions below.

|  |  |
| --- | --- |
| **A procedural irregularity occurred during Stage 1 which had a material impact on the outcome.**  |  |
| If you have selected this ground, please explain:* What was the procedural irregularity which occurred?
* Why do you think this irregularity had a material impact on the outcome of your Formal Complaint?
 |
| **New material evidence which you were unable, for valid reasons, to provide earlier in the process casts substantial doubt on the appropriateness of the outcome of Stage 1.**  |  |
| If you have selected this ground, please explain:* What is the material evidence which you did not provide earlier in the process?
* Why could you not make it available at the time of your Formal Complaint?
* Why do you think this new material casts substantial doubt on the appropriateness of the outcome of your Formal Complaint?
 |
| **The outcome of Stage 1 could be considered unreasonable taking account of all the circumstances.** |  |
| If you have selected this ground, please explain:* Why you think the outcome of Stage 1 could be considered unreasonable?
 |

**Section 4: Evidence which supports your request**

Referring to the guidance set out at Annex 2, please list the evidence you wish to attach in support of your request for a Complaint Outcome Review and provide a brief explanation as to how each document supports your request.

|  |
| --- |
| 1.2.3.4. |

**Section 5: Declaration**

I believe the information I have provided is true and accurate.

I consent for the information I have supplied to be shared with selected staff so that my request can be fully considered.

|  |  |
| --- | --- |
| Name |  |
| Signed |  |
| Date |  |

**ANNEX 1**

**GUIDANCE: DEMONSTRATING THAT YOU MEET ONE OR MORE OF THE ALLOWED GROUNDS**

Requests for Complaint Outcome Reviews will only be accepted if you can demonstrate that you meet one or more of the Allowed Grounds.

In Section 4 of this form, you should tick the box(es) to indicate which Allowed Ground you believe applies. You should then answer the questions in the boxes below.

**Tips for writing your answers:**

* Make sure you answer the question(s) we have asked, keeping your answers clear and concise.
* Where appropriate, use examples to illustrate your points.
* Do not simply repeat the contents of your Formal Complaint.
* Where there is evidence to support your point, refer to the supporting piece of evidence and what it shows.

**ANNEX 2**

**GUIDANCE: PROVIDING EVIDENCE TO SUPPORT YOUR REQUEST FOR A COMPLAINT OUTCOME REVIEW**

When submitting your request for a Complaint Outcome Review, you should provide any evidence which supports your request as this will assist the University in reaching a decision.

**You should not attach any evidence which you have already submitted at Stage 1.**

**You should only submit evidence which is relevant to showing how you meet one or more of the Allowed Grounds.**

Examples of supporting evidence might include:

* Independent medical records.
* Independent statements from witnesses.
* Contemporaneous notes of meetings or conversations.
* Photographs or phone screenshots.
* Correspondence – e.g. emails, letters, text messages, What’s App messages.
* Contracts or agreements.
* Policies, procedures or regulations.

Please do not be concerned if you do not have any supporting evidence as for some requests, there may be no evidence which is relevant other than your answers in Section 4 of this form.