**Complaints (Review Stage) Form**

You should complete this form if you have been notified of the outcome of your Formal Stage Complaint and are still not satisfied.

Before completing this form it may be helpful to seek advice about your concerns. Support and advice is available from a number of sources – try speaking to your Course Leader or personal tutor. The HE Support Tutor will also provide confidential and independent advice.

If you have any concerns or queries about filling in the form, the people mentioned above will be pleased to discuss these with you.

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| --- | --- |
| Student number | Full name |
| Telephone number | Address |
| Postcode | Email address |
| Your Course Details (if applicable) |
| Name of course |
| Full time or Part Time | Level/Year of study |

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| --- |
| Your Formal Stage Complaint |
| When did you submit your formal stage complaint? |
|  |
| What was the outcome of your formal stage complaint? |
|  |
| When were you informed about the outcome of your formal stage complaint? |
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| Your Review Stage Complaint |
| What are the grounds for your review stage complaint? (tick all that apply and provide details below) |
| [ ]  | There is new information put forward by the complainant that unknown to the Investigating Officer dealing with the original complaint and which could not have reasonably been made known to the Investigating Officer before they made their decision.  |
| [ ]  | Full and proper consideration was not given to evidence at the Formal Stage and/or the outcome was not reasonable in the circumstances. |
| [ ]  | There was procedural irregularity in the conduct of the formal stage. |
| [ ]  | There was prejudice and/or bias or the appearance of prejudice and/or bias in the conduct of the formal stage. |

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| Please explain the reason for your review stage complaint (continue overleaf if necessary) |
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| How would you like your complaint to be resolved? |
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| Please indicate below the evidence you are attaching to support your complaint |
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| Declaration |
| I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. I agree that my complaint may be disclosed to relevant members of the College to the extent necessary for its consideration. I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by University Studies at West Suffolk College to the extent necessary for the consideration of complaint. |
| Signed |  |
| Date |  |

Where to submit your formal complaint

Once completed submit this form and your supporting evidence to the Student Enquiry Desk or

Email: Universitystudies@wsc.ac.uk

Post: University Studies

 West Suffolk College

 Western Way

 Bury St Edmunds

 IP33 3SP

For more information about complaints and how your complaint will be processed, please see the Student Complaints Procedure.