**We recommend you read through this form before you begin completing it**

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| **Part A: Personal Details** | |
| **A1: First name** |  |
| **A2: Family name** |  |
| **A3: Address, including postcode** |  |
| **A4: Contact telephone number** |  |
| **A5: (for current students only) University email address** | **@mail.bcu.ac.uk** |
| **A6: (for non-students) Contact email address** |  |
| **A7: (for current students only) Student ID number** |  |
| **A8: (for current students only) Your faculty** | Choose an item. |

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| **Part B: Reason for requesting a review** |
| If you are not satisfied with the outcome of the formal complaint stage, you may be able to request a review of the formal complaint stage within 20 working days if you can demonstrate one or more of the following grounds. |
| **B1: What are your grounds for requesting a review?** |
| 1. I have new evidence which I was unable, for valid reasons, to provide earlier in the process that would have had a significant effect on the outcome of the formal complaint stage 2. The correct procedure was not followed during the formal complaint stage and this has had a significant effect on the outcome 3. The outcome was unreasonable given all the circumstances and the evidence considered |
| **B2: Is your request for a review being made within 20 working days of the outcome of the formal complaint stage?** |
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| **B3: Using your chosen grounds for requesting a review, please say why you are not satisfied with the outcome of the formal complaint stage** |
| Please do not repeat the information in your formal complaint form: you must indicate why you feel you have grounds to request a review (delete the grounds that are not relevant) |
| 1. I have new evidence which I was unable, for valid reasons, to provide earlier in the process that would have had a significant effect on the outcome of the formal complaint stage   **The new evidence could not have been provided earlier in the process because**  **The new evidence I have provided with this request would have significantly affected the outcome of the formal complaint in the following way(s)**   1. The correct procedure was not followed during the formal complaint stage and this has had a significant effect on the outcome   **The correct procedure was not following during the formal complaint stage in the following way(s)**  **This has had the following significant effect on the outcome of the formal complaint**   1. The outcome was unreasonable given all the circumstances and the evidence considered   **The outcome is unreasonable given all the circumstances and evidence because** |

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| **Part C: Complaint details** |
| **C1: What evidence are you providing?** |
| Please label your evidence and describe what it is below. For example, *Evidence A is an email sent to me from the University on 28th September 2015*. **We will only consider your evidence if you have labelled it, and describe how it supports your request for a review in B3 (above)**: |
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| **D: Your Declaration** |
| I have read and understood the Concerns and Complaints Procedure. I understand that the University will accept a request for a review from students, members of the public or third parties (if they are acting as the complainant's representative and the complainant has provided permission to act under the requirements of the Data Protection Act (1998)). I understand that the University will assess my request to decide whether it meets the conditions to be considered under the Concerns and Complaints Procedure. I can confirm that the information given on this form and the supporting evidence is true and accurate. I understand that if my complaint is believed to be frivolous or vexatious the University will terminate its consideration of this complaint and write to me to explain the reasons. I understand that the University may need to share information with other persons or organisations as part of any investigation to resolve my complaint. By submitting this form I authorise the University to investigate my complaint. |
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| **Signature** | |
| If submitting your form electronically (for example, by email), please type your name | |
|  | **Date:** Click here to enter a date. |

Submit your completed form along with your evidence to: [complaintsandappeals@bcu.ac.uk](mailto:complaintsandappeals@bcu.ac.uk) or post to: **Complaints and Appeals, Birmingham City University, Curzon Building, 4 Cardigan Street, Birmingham, B4 7BD.**

We will send you a dated acknowledgement of receipt within five working days of receiving this form. **If you have not heard from us after this time, please contact Complaints and Appeals at the email address above.**