**Student Complaints**

**Review Request Form**

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**Queries**

Please read the guidance below before beginning to fill in this Form.

For queries by telephone, by email, or in person please contact:

 Student Cases Team
 Academic Registry

 Student Administration Building

 Edge Hill University

 St Helens Road

 Ormskirk

 L39 4QP

 Telephone: 01695 657248

 Email: Complaints@edgehill.ac.uk

Send the completed Form and supporting evidence to: Complaints@edgehill.ac.uk. Alternatively you can send, or take, hard copies of your Form and evidence to the address above.

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**Guidance**

**Before you fill in this Form, please read the Student Complaints Procedure and relevant Student Guidance notes.**

**Accessibility**

If you require a copy of this Form, or any of the documents it refers to, in hard copy or any other format please contact the Student Cases Team at: Complaints@edgehill.ac.uk .

**When do I use this Form?**

Use this Form to request a Review of the decision of a Formal Investigation into your complaint.

**What are the grounds for requesting a review?**

We can only review the outcome of a Formal Investigation on one or more of four grounds:

* the Formal Investigation was not conducted fairly;
* the Formal Investigation failed to take account of relevant material;
* new evidence has since come to light which, for valid reasons, you were unable to provide earlier in the complaints process and which would have materially affected the outcome of the Formal Investigation; or
* the decision reached at the Formal Investigation stage was wholly unreasonable.

**Do I need to send anything with the Review Request Form?**

Possibly.

If you are requesting a Review because new evidence has come to light, please send us the new evidence. When you fill in the detailed reasons for requesting a Review, you should explain why you were unable to provide the evidence earlier. We may ask you for evidence to support your reasons.

**Where can I get help, guidance, or support?**

The [Edge Hill Students’ Union](https://www.edgehillsu.org.uk/) is an independent organisation and provides free advice, guidance and representation.

The [Inclusion Team](https://www.edgehill.ac.uk/studentservices/inclusive/) is based in Catalyst and can provide help and support for students who have disabilities. They can advise you about reasonable adjustments to the Student Complaints Procedure to remove any disadvantage that would otherwise be caused.

The Student Cases Team manages the complaints process. They can answer any general queries you have about how to request a Review and how the process operates.

**Is there a time limit to request a Review?**

Yes.

You must make sure we receive this Form **within 14 calendar days** of the date we informed you of the outcome of the Formal Investigation.

We do not routinely extend time limits unless there are exceptional reasons for doing so. If you have a disability which affects your ability to comply with usual time limits, the University may make reasonable adjustments to procedures to remove any disadvantage you might otherwise be caused.

Further information is contained in the Student Complaints Procedure and in the range of Student Guidance notes.

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**Student Complaints**

**Review Request Form**

We will contact you about your Review by email using your University email address. If you have left the University, and your University email account is no longer active, we will contact you using the email address you provide.

If you need us to contact you by a different method, please inform the Student Cases Team.

|  |  |
| --- | --- |
| **1** | **Contact information** |
|  | **Name** |
|  | **Address and postcode** |
|  | **Telephone number** |
|  | **Email address** Please only provide an email address if you are no longer a current student. |
|  |  |
| **2** | **Your programme of study** |
|  | **What is the name of your programme of study** |
|  | **What year of study are you in?** |
|  | **Are you a full-time or part-time student?**Tick one box.Full-time student Part-time student  |
|  | **What is your student registration number?** |
|  |  |
| **3** | **Accessibility** |
|  | **Do you have a disability which may impair you in requesting a Review?** Yes Go to the box below.No Go to Section 4 |
|  | **Have you declared your disability to the Inclusion Team?**Yes Go to the box below.No We advise you to contact the Inclusion Team for advice and support. |
|  | **Do you give consent for the Inclusion Team to share information about your disability with the Student Cases Team?**It is helpful for the Inclusion Team to share information with us so we can consider making reasonable adjustments to our process and Procedure.Yes Go to Section 4. No  |
|  |  |
| **4** | **Grounds for requesting a Review** |
|  | **What are your grounds for requesting a review?**Please tell us which of the grounds you are relying on to request a Review.You can tick more than one box.The Formal Investigation was not conducted fairly. The Formal Investigation failed to take account of relevant material.New evidence has since come to light which wouldhave materially affected the outcome of the Formal Investigation. The decision reached by the Formal Investigationwas wholly unreasonable. |
|  |  |
| **5** | **Reasons for requesting a Review** |
|  | Please use the box at the back of this Form to provide a detailed explanation of why you are requesting a Review. Use as much space as you need, the box will expand as you type. |
|  |  |
| **6** | **Resolution** |
|  | **What resolution are you seeking?** |
|  |  |
| **7** | **Signature and confirmation** |
|  | **Important:**By signing this Form you are declaring that the information you have provided about your complaint is true to the best of your knowledge and belief. |
|  | **Signature**Please sign here. Typing your name is acceptable. |
|  | **Date** |
|  |  |

**IMPORTANT:**

* **Remember to write the detailed reasons for requesting a Review on the pages that follow.**
* **Remember to send us any new evidence you would like us to consider if this is one of your grounds for requesting a Review.**

**Please send your completed Review Request Form and any new evidence to:**

Complaints@edgehill.ac.uk

We will acknowledge receipt of your Form and advise you of who has been appointed to conduct the Review.

Occasionally, it is not possible to complete the Review within usual time frames, especially if there is a lot of material to review. We will tell you about any delay and inform you regularly about progress.

|  |  |
| --- | --- |
|  |  |
|  | **Detailed reasons for requesting a Review**Use as much space as you need, the box will expand as you type. |