

# Student Complaints Form - Stage 3 Institutional Level Review

## Student Complaints Form - Stage 3 Institutional Level Review

Please read the following notes carefully before completing this form. The notes should be read in conjunction with [Senate Regulation 26 \(Student Complaints\)](#).

### How and when to make a complaint

If you encounter problems during your time at City, it is always best if you can raise these at the time they occur with the most relevant person. If you have been unable to resolve your concerns informally, you may have chosen to submit a Stage 2 complaint form. If your concerns are still not satisfactorily resolved at Stage 2, you can use this form to request a review of the Stage 2 complaint.

### How and when to use this form

This form should be used only if you have already tried to resolve the matter at Stage 2 of [Regulation 26](#), but you are not satisfied with the result. We recommend that you submit the form within 14 calendar days of the written response to your Stage 2 complaint to allow us to meet our published timescales for conclusion of your complaint. However, you may submit the form any time within 21 calendar days of the written response to your Stage 2 complaint.

The form asks you to confirm the grounds you have to request a review of the Stage 2 complaint. It asks you whether you are requesting a review on the grounds of a procedural irregularity in the handling of the Stage 2 complaint, or on the grounds of new information which you were unable to provide during the Stage 2 complaint. It also asks you to give more information on why you are requesting a review of the Stage 2 complaint, and what you would like to happen next. When completing the form, try to keep focused on the relevant facts, and on what you want to achieve. Remember that the person receiving your form is likely to have no prior knowledge of the issues.

### What supporting information should I include?

It is important that you include with your form written confirmation of the response to your Stage 2 complaint. If you do not have this, ask the person who dealt with your initial complaint to provide you with a written response.

It is your responsibility to provide any other supporting evidence (e.g. documents or correspondence) that you would like to be considered. Without evidence, we may not be able to

verify the claims you are making or address them in full. Think about what evidence will support and strengthen the claims you are making. Make sure that it is directly relevant to your complaint and refer to the evidence when filling in the form.

You are required to submit this form within 21 days of the written response to your initial complaint. Please do not delay submitting the form if you are waiting to obtain copies of particular supporting documents, but explain if some additional items will follow. Note that submitting the form more than 14 days after the written response to your Stage 2 complaint, or needing additional time to supply evidence, is likely to delay your final outcome.

### **How will the complaint be managed?**

We take all student complaints seriously, although we expect you to help us by presenting the issues clearly and in a professional way. This form asks you to identify what outcome you are seeking. Think carefully about what you are asking for. Is it reasonable? Is it realistic?

The review will be carried out by a designated Stage 3 Investigating Officer. The review will consider whether the outcome of Stage 2 was reasonable rather than reconsider the original case and its evidence.

Where possible, we aim to complete the formal stages of the complaints process within three months. This means that we intend to conclude all open Stage 2 and 3 complaints within three months of your original, complete Stage 2 submission. It will usually take us around five weeks to consider a Stage 3 request for review, but please bear in mind that a number of factors could delay the outcome, including a delay in receiving the Stage 3 request for review or accompanying evidence, the complexity of your complaint, the volume of complaints received, University closure periods etc.

The designated Officer undertaking the review will establish appropriate timescales based on the nature and complexity of the case. We will tell you these timescales and keep you informed of any changes.

If a complaint is directed at individual members of staff, they will normally be invited to comment as part of any investigation. [NOTE: complaints made maliciously (ie. intending to cause harm and without a genuine belief in their truth) are not acceptable and may lead to action being taken against the person making the complaint].

### **Can a group of students request a review of a Stage 2 complaint?**

If your Stage 2 complaint was submitted as a group, and the group would like to request a review of the complaint, you should submit the Stage 3 request for review as a group as well. It is possible for some but not all of the students involved in the Stage 2 complaint to request a review at Stage 3. Exceptionally, it may also be possible for additional students to join a complaint at Stage 3 because their complaint is so similar to something that has already been raised at Stage 2 and where the outcome was not felt to be satisfactory.

### **Further information and support**

Support is also available from [City's Students' Union](#) or via email [unionadvice@city.ac.uk](mailto:unionadvice@city.ac.uk).

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Q1 Are you submitting this complaint as an individual or as a group?

Individual

Group

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*This question is only relevant to Group complaints:*

Q2 Name of 'group' - e.g. the cohort, society, tutorial group etc

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*This question is only relevant to Group complaints:*

Q3 Name and surname of lead submitter for the group:

**N.B.** When selecting a complaint representative, you should consult the OIA's notes on [what makes a good representative](#). As a representative you will be expected to communicate with the University on behalf of the group and to liaise with all members of the group. The lead submitter will be accepting the disclaimer and sign on behalf of the group at the end of the form.

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*This question is only relevant to Group complaints:*

Q4 Student ID number of lead submitter for the group:

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*This question is only relevant to Group complaints:*

Q5 City email address of leader submitter for the group:

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*This question is only relevant to Group complaints:*

Q6 Other preferred email address of leader submitter for the group:

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*This question is only relevant to Group complaints:*

Q7 Contact telephone number of leader submitter for the group:

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*This question is only relevant to Group complaints:*

Q8 As you are submitting this complaint as a group, you can add a maximum of one other representative. Would you like to add another representative for this group complaint?

Yes

No

*This question is only relevant to Group complaints:*

Q9 Name and surname of second representative:

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*This question is only relevant to Group complaints:*

Q10 City email address of second representative:

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*This question is only relevant to Group complaints:*

Q11 Please add the email addresses of all those students in support of this complaint claim. The students listed here are students who wish to request a review of Stage 2 - and not

necessarily all the complainants from the Stage 2 of the complaint.  
Exceptionally, new students may wish to request a review of the complaint without having been involved in the Stage 2 complaint, and without the need to submit a Stage 2 complaint on the same issue.

As representatives you must have obtained the other students consent to submit their email addresses on their behalf.

All people listed here will receive a copy of the complaint and the outcome.

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*This question is only relevant to individual complaints:*

Q12 Surname

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*This question is only relevant to individual complaints:*

Q13 First name

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*This question is only relevant to individual complaints:*

Q14 Student ID number

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*This question is only relevant to individual complaints:*

Q15 City email address

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*This question is only relevant to individual complaints:*

Q16 Other preferred email address

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*This question is only relevant to individual complaints:*

Q17 Contact telephone number

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Q18 School/Registration

- School of Policy & Global Affairs (1)
- School of Communication & Creativity (2)
- School of Health & Psychological Sciences (3)
- Bayes Business School (4)
- City Law School (5)
- School of Science & Technology (6)
- LEaD (7)
- Doctoral College (8)
- Partner institution (please specify which) (9)

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- Other (9) \_\_\_\_\_

Q19 Programme of Study

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Q20 **Grounds for request of Institutional-level Review:**

Please tick below to indicate on which grounds you make your request for a Review. You may indicate one or both grounds.

(a) There has been a procedural irregularity in the conduct of the Stage 2 investigation

(b) New information has come to light, which the student was unable to disclose previously and which have had a material impact upon the investigation previously undertaken.

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**Q21 Rationale for request**

You can use this section to provide further information which will help us understand why you believe your case warrants review. It is important for you to be as clear as you can, but it is not necessary to include every single detail if it is not directly relevant. If we do not understand something, we will contact you to check.

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**Q22 Preferred Outcome**

Please state below the outcome you are seeking. What would need to happen for you to feel your complaint was resolved?

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Q23 Please upload a copy of the last response received at Stage 2 level complaint

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Q24 Please submit supporting documentation

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Q25 Please indicate if you will be submitting further evidence via email to [ace@city.ac.uk](mailto:ace@city.ac.uk)

**N.B.** For group complaints evidence cannot be added after submission.

Yes

No

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Q26 Please note that your submission is not considered complete until you have supplied all outstanding evidence. Investigation of your complaint will not begin until we have received it. A delay in submitting your further evidence is likely to delay your receipt of the final outcome.

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Q27 When do you expect this evidence to be available? (Please indicate the date in the format dd/mm/yyyy.)

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### Q28 Declaration

Please confirm all of the following statements before submitting your form.

When submitting a group complaint, the lead submitter will confirm the statements below on

behalf of the group.

- I confirm that I have read the guidance accompanying this form.
- I confirm that I have read Senate Regulation 26: Student Complaints. (2)
- I confirm that the information I have given is true and accurate to the best of my knowledge. (3)
- I have enclosed a copy of the last response I received and other relevant supporting documentation. Where I have indicated that further evidence is outstanding, I understand that I am responsible for providing this and that investigation of my complaint cannot begin until it is received by ace@city.ac.uk. (4)

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Q28 Please add your signature in the box below

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City, University of London is the data controller for the personal data processed to investigate your complaint/appeal/extenuating circumstances. City considers that the lawful basis for processing your personal data falls under Article 6(1)(b) (performance of a contract) of GDPR because it is necessary as part of the contract between City, University of London and its students. In addition, City considers the processing of any special category personal data – (race, ethnic origin, politics, religion, trade union membership, genetics, biometrics ( where used for ID purposes, health, sex life or sexual orientation ) provided as part of the complaints/appeals/extenuating circumstances process will fall under Article 9(2)(a) (explicit consent) of the GDPR as the personal data is provided on a voluntary basis by the student to support their complaint/appeal/extenuating circumstances.

City will share your data with those conducting and assisting the investigation and resolution of your complaint/appeal/case/extenuating circumstances. This will always been done under a duty of confidence and expectation that confidentiality will remain in place once the complaint, appeal, case and/or extenuating circumstances has been resolved. Your personal data will be retained for 6 years after the last action on the case.

The rights you have under the data protection legislation are listed below, but not all of the rights may apply in all circumstances.

- right to be informed
- right of access
- right to rectification
- right to erasure
- right to restrict processing
- right to object to data processing
- right to data portability
- right to object rights in relation to automated decision making and profiling

For more information, please see [City's Data Protection Policy](#).

If you have any concerns about how your personal data is processed, you can raise them with the ACE team or, you may contact the Information Compliance Team at [dataprotection@city.ac.uk](mailto:dataprotection@city.ac.uk).

If you are dissatisfied with City's response you may also complain to the [Information Commissioner's Office](#).