Student Complaints Form - Stage 3 Institutional Level Review

Q1 **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)](https://www.city.ac.uk/__data/assets/pdf_file/0009/566658/Senate_Regulation_26_Student_Complaints_20201007.pdf).

**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. We encourage informal resolution wherever possible, and you may find that there is a simple solution. You may find it helpful to contact your personal tutor or a member of the course office for advice in the first instance. In this case, there may be no need to use this form. For further independent advice and information, refer to the links below.

**What supporting information should I include?**

It is important that you include with your form written confirmation of the response to your initial 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.

**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 - i.e. we intend to conclude all open Stage 2 and 3 complaints within three months of your original Stage 2 submission. 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 (i.e. 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].

**Further information and support**

Support is also available from [City’s Students’ Union](https://www.citystudents.co.uk/advice/) or via email [unionadvice@city.ac.uk](mailto:unionadvice@city.ac.uk).

Q2 Surname

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3 First name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q4 Student ID number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q5 City email address

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q6 Other preferred email address

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7 Contact telephone number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8 School/Registration

* School of Arts & Social Sciences (1)
* School of Health Sciences (2)
* Bayes Business School (3)
* City Law School (4)
* School of Mathematics, Computer Science and Engineering (5)
* LEaD (6)
* Doctoral College (7)
* Partner institution (please specify which) (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Other (9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9 Programme of Study

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10 **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 (1)
* (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. (2)

Q11 **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.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12 **Preferred Outcome**   
    
 Please state below the outcome you are seeking. What would need to happen for you to feel your complaint was resolved?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13 Please upload a copy of the last response received at Stage 2 level complaint

Q14 Please submit supporting documentation

Q15 Please indicate if you will be submitting further evidence via email to [ace@city.ac.uk](mailto:ace@city.ac.uk)

* Yes (1)
* No (2)

Q22 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.

|  |
| --- |
|  |

Q21 When do you expect this evidence to be available? (Please indicate the date in the format dd/mm/yyyy.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q16 **Declaration**   
  Please confirm all of the following statements before submitting your form:

* I confirm that I have read the guidance accompanying this form. (1)
* 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)

Q17 Please add your signature in the box below

Q18 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 click [here.](https://www.city.ac.uk/about/governance/policies/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)  or phone 0207 040 4000, who will liaise with City’s Data Protection Officer to answer your query.  
   
 If you are dissatisfied with City’s response you may also complain to the [Information Commissioner’s Office.](http:// www.ico.org.uk)