

**STUDENT COMPLAINTS FORM**

**STAGE III: FURTHER REVIEW OF COMPLAINT**

Please review the University’s [Complaints Policy: Academic Related Matters (CPAR)](https://3d50fu3mup51tmdxz3zef8dq-wpengine.netdna-ssl.com/wp-content/uploads/2020/09/Complaints-Policy-Academic-Related-v3.pdf) and [Non-Academic Related Matters Complaints Policy (NARCP)](https://3d50fu3mup51tmdxz3zef8dq-wpengine.netdna-ssl.com/wp-content/uploads/2020/09/Complaints-Policy-Non-Academic-Related-v4.pdf) before completing this form. **You MUST have completed Stages I and II of the Complaints Procedure before submitting a Further Review of Complaint**.

A Further Review of Complaint can **ONLY** be submitted on the following grounds:

1. New evidence exists that could not have been reasonably presented in the previous stage;
2. A procedural irregularity occurred in the conduct of the complaints process;
3. A decision was manifestly unreasonable or influenced by prejudice or bias, or perception thereof, on the part of the decision-maker(s).

Once you have completed this form, please submit non-academic complaints to the Office of the President ([president@richmond.ac.uk](mailto:president@richmond.ac.uk)) and academic complaints to the Provost ([provost@richmond.ac.uk](mailto:provost@richmond.ac.uk)).

**SECTION A – YOUR PERSONAL DETAILS**

|  |  |
| --- | --- |
| Last name |  |
| First name |  |
| Richmond ID number |  |
| Address |  |
| Postcode |  |
| Telephone number |  |
| University email address |  |

*All correspondence will be copied to your University email account. For GDPR reasons the university will only use student university email addresses.*

**SECTION B – YOUR ACADEMIC INFORMATION**

|  |  |
| --- | --- |
| Programme |  |
| Level and year of study (for example: undergraduate, third year) |  |

**SECTION C – DETAILS OF YOUR COMPLAINT FOR FURTHER REVIEW**

Please state your case **in relation to grounds a, b, or c.**

1. New evidence exists that could not have been reasonably presented in the previous stage;
2. A procedural irregularity occurred in the conduct of the complaints process;
3. A decision was manifestly unreasonable or influenced by prejudice or bias, or perception thereof, on the part of the decision-maker(s).

Please use the dropdown tab to categorize your complaint Choose an item.

**SECTION D – ACTION TAKEN TO RESOLVE YOUR COMPLAINT AT STAGE II/FORMAL STAGE**

Your complaint will not be considered at the Stage III (Further Review) unless you have first attempted to resolve it at Stage I (Informal Resolution) and Stage II (Formal Stage).

**Please attach your complaint and the response received with this Further Review form.**

**Why are you dissatisfied with this response?**

**SECTION E – YOUR DESIRED OUTCOME**  
Please indicate what you would like in order to resolve your complaint to your satisfaction (e.g. apology).

|  |
| --- |
|  |

**SECTION F – YOUR SUPPORTING DOCUMENTATION**  
Please list below all documents/evidence that you are submitting in relation to your further review (e.g. relevant emails and documents supporting the issues raised). Your evidence **MUST** be clearly organised and labelled. Please ensure that you include your Stage II complaint and the response you received.

**SECTION G – STUDENT DECLARATION**

By signing and submitting this document, along with supporting evidence, you verify that all statements made and documentation provided are true and accurate, and you confirm your agreement to the terms and conditions laid out by the Richmond [Privacy Policy](https://www.richmond.ac.uk/privacy-policy/).

Any student using the complaint process to bring frivolous or vexatious matters to the University’s attention will be subject to disciplinary action. If a student is found to have provided fraudulent evidence or falsified a claim, they will be subject to disciplinary action.

Please note that we can only accept appeals by e-mail if they are sent from your Richmond e-mail address.

The information that I have provided is accurate to the best of my knowledge.

Signature Date

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you have any questions regarding this form, please email [complaints@richmond.ac.uk](mailto:complaints@richmond.ac.uk) for further information.