

# COMPLAINTS AND APPEALS TEMPLATE FORM

**This form is a template version of the** [**Service Now electronic form**](https://service.brookes.ac.uk/sp/?id=sc_cat_item&sys_id=a072a40f1bd1c110de164195d34bcb20)**.**

**You can use it to write your responses and save them before copying over the content into Service Now.**

**You should submit the** [**Service Now form**](https://service.brookes.ac.uk/sp/?id=sc_cat_item&sys_id=a072a40f1bd1c110de164195d34bcb20) **within 2 months of the issue complained about, or within 2 months from the publication of the examination committee decision.**

* Before submitting the form, please consider speaking to a member of staff, e.g. a Student Investigation and Resolution Officer, the Brookes Union Advice Service or your Student Support Co-ordinator. They will be able to help you with the procedure.
* Please refer to the Appeals and Complaints Regulations. They can be found here: [SIRT](https://www.brookes.ac.uk/students/sirt)
* Evidence must be included when you submit the form. If you cannot supply any, please give a reason.

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| DETAILS | | |
| Your Surname: | |  |
| Your First Name: | |  |
| Student number: | |  |
| Telephone number: | |  |
| What course do you study: | |  |
| E-mail  (we will normally use your Brookes email account): | |  |
| Module Numbers (If applicable) | |  |
| Do you study at a partner college? If yes, please specify name of college | |  |
|  | | |
| INCLUSIVE SUPPORT PLAN / ONGOING CONDITION | | |
| *If you have an inclusive support plan at Oxford Brookes, or have a condition that you have not declared* | | |
| 1. Are there any adjustments that you would like us to consider for the academic appeal/complaint process? | |  |
| 1. Is there anything in relation to your condition you feel might be relevant to your case? | |  |
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| GROUP COMPLAINT/ APPEAL MEMBERS | | |
| If this is a group complaint or appeal, you will need to provide a list of the names and student numbers of all students wishing to be involved. The above named student shall be responsible for communicating all decisions to the rest of the group. A Student Investigation and Resolution Officer will check with all those named, to ensure they are happy to be included in the complaint. | |  |
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| IS THIS A COMPLAINT OR APPEAL? | | |
| This section of the service now form covers the University Academic Appeals and Complaints Procedures and is just a tick box, so we have not included it within this template. | | |
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| NATURE OF THE APPEAL OR COMPLAINT Please include a detailed summary of the main points and outline any steps you have already taken to resolve your issue.  It is important to include all relevant points. This should normally be achievable in less than 1,000 words. To help focus your summary, it is recommended you do not exceed 2,000 words | | |
|  | | |
| Module Numbers (if applicable) |  | |
| If you are submitting this complaint or appeal two months after the deadline, please explain why it is late and include any relevant evidence. |  | |
| If you are making an Academic Appeal under ground c) (Exceptional Circumstances) please explain why you were unable to apply through that process at the time of the assessment |  | |
|  | | |
| YOUR DESIRED OUTCOME If there is something specific you want the University to do in response to your appeal or complaint, please write this in the below box. | | |
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|  | | |
| YOUR EVIDENCE We normally require evidence to accompany this form. Please list the evidence below and attach it to the email.  If you cannot provide evidence, please explain why you cannot in the below box. It is your responsibility to provide the evidence, the Student Investigation and Resolution Team will not gather it on your behalf. | | |
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# CONFIDENTIALITY AND DECLARATION

You will be asked to signed a declaration about your submission and you will be asked if there is anyone you do not wish us to speak with as part of our investigation.

In order to investigate, clarify and pursue your appeal or complaint, it will normally be necessary to discuss details of your case with relevant staff members or anyone else you have mentioned in your appeal/complaint. This will be done with consideration for confidentiality and any information you provide will be handled in accordance with the Student Privacy Notice which can be found here: <https://www.brookes.ac.uk/about-brookes/structure-and-governance/policies-and-financial-statements/privacy-policy/student-privacy-notice/>

We aim to keep the matters you have brought confidential. However, in investigating your appeal or complaint, it may be necessary to liaise with relevant students or members of staff to gather information and evidence relating to your case. If you do not wish for us to discuss your case with particular students or members of staff, you can let us know.