

Date of receipt

Reference No:

COMPLAINTS AND APPEALS FORM

This form should be submitted within 2 months of the issue complained about, or within 2 months from the publication of the examination committee decision.

- This form needs to be downloaded and saved before entering details.
- Before submitting this form, please consider speaking to a member of staff, e.g. a Student Disputes 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 before submitting this form. They can be found under 'University Regulations' from Brookes website.
- Evidence must be included with this form. If you cannot supply any, please give a reason.
- Please send this form to 'studentdisputes@brookes.ac.uk' or hand in it at the Student Central desk in the John Henry Brookes Building on Headington Campus.

DETAILS

Name:	Student Number:
Telephone number:	
Contact Details Term time address and home address (if different from home address)	
Term time address:	Home address:
E-mail:	
Module number(s) (if applicable):	

GROUP COMPLAINTS AND APPEALS

- If this is a group complaint or appeal, please list the names and student numbers of all students wishing to be part of the complaint, in the box below. The above named student shall be responsible for communicating all decisions to the rest of the group complainants. A Student Disputes Officer will check with all those named, to ensure they are happy to be included.

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IS THIS A COMPLAINT OR APPEAL?

This form covers the University Academic Appeals and Complaints Procedures.

A complaint is a specific issue regarding the provision of a course of study, e.g. teaching and academic facilities. It also covers the provision of other, non-academic services, e.g. transport, accommodation, resources.

An appeal is a request for a review of the decision of an examination committee. An Examination Committee is responsible for assessment of specified modules and for considering student progress and awards.

Please indicate whether you think this is a Complaint or an Appeal by ticking (✓) one of the boxes below. If it falls into both, please tick both boxes.

Complaint Appeal*

*An Appeal can be based on one or more grounds, if you think your dispute relates to one or more of these, please tick applicable boxes.

- (a) the assessment was not conducted in accordance with the regulations for the programme.
- b) the judgement of an examiner(s) was affected by personal bias.
- c) there was an administrative error or some other irregularity in the conduct of the assessment causing the assessment decision to be significantly different.

In order to process correctly, please note, the final decision to which procedure your dispute falls under and which grounds will be taken by the Student Disputes Officer.

NATURE OF THE APPEAL OR COMPLAINT

SUMMARY

Please include a detailed summary of the main points and outline any steps you have already taken to resolve your issue. You may also attach a separate statement (Please write 'see attached' in the below box).

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.

It is often useful to speak to a staff member or the Union Advice Service before submitting this form.

Please tick this box if you have already spoken to someone

YOUR DESIRED OUTCOME (If there is something specific you want the University to do in response to your complaint, please write this in the below box).

YOUR EVIDENCE (If you cannot provide evidence, please explain why you cannot in the below box).

CONFIDENTIALITY AND DECLARATION

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/>

If you do not wish for us to discuss your case with **particular students or** members of staff, please tick this box.
Please note that by ticking this box, you will be contacted about possible next steps.

By submitting this form you are confirming that you consent to your data being processed and that to the best of your knowledge and belief the information given above is true and complete.

Signature*: Date**:

*You only need to sign if handing in a hard copy of this form. Typing initials will suffice if sending electronically.

**Applicable timescales will begin from the date this form is received by the Student Disputes Officer