

**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.**

- ## 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):			

- If this is a group complaint (not applicable for academic appeals) 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.

# 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.



**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

In order to investigate, clarify and pursue your appeal, it will normally be necessary to discuss relevant details of your case with staff members. This will be done with consideration for confidentiality and information will only be shared if it is necessary.

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

## DECLARATION

I believe that the above information is accurate.

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.