**COMPLAINT REVIEW REQUEST (STAGE 2)**

1. **Please only complete this form if you wish to challenge the decision made by the Stage 1 Complaints Panel.** Before completing and submitting this form, you should:
2. Read the [Student Complaints Policy and Procedure](https://www.shu.ac.uk/myhallam/university-life/university-rules-and-regulations/study) on MyHallam, under the Rules and Regulations section.
3. Read the letter and investigation report sent to you in response to your Stage 1 complaint.
4. Consider getting advice from a [Student Support Adviser](https://www.shu.ac.uk/myhallam/help-and-support/student-support-advisers) or the Students’ Union Advice Centre (0114 225 4148 or advicecentre@shu.ac.uk).

***When to submit this form***

1. Your SC2 form must be received **within 10 working days** of the date your Stage 1 response was sent to you via email. Late forms will only be considered in exceptional circumstances where there is a valid reason and evidence. If you need extra time to complete your form, please contact appealsandcomplaints@shu.ac.uk

1a Please indicate the grounds on which you are requesting a review of the Stage 1 Complaint Panel Decision.

|  |  |  |
| --- | --- | --- |
| **No** | **Ground for Review**  | **Tick** |
|  | There is relevant new evidence or information that you did not provide to the Stage 1 Complaints Panel, and you have a valid reason why you did not submit it at the time. **You must submit any new evidence with your review request.**  |  |
|  | There is evidence that the Stage 1 Complaints process was not followed correctly.  |  |
| **2a.** | Which part of the process was not followed correctly? |  |
|  |
| **2b.** | Why do you think this led to an unfair decision in the outcome of your complaint? |  |
|  |
|  | The outcome of the Stage 1 complaint was manifestly unreasonable. |  |
| **3a.** | Please explain why you think the outcome was unreasonable. |  |
|  |

5 Think about what **evidence** you can provide to support your challenge. What outcome you want? For example, an apology, a change in University policy or procedure, additional or replacement support, financial redress. You must only provide new evidence if it specifically supports your challenge.

**SECTION 1 *– see guidance point 2 above***

**1a. What date were you sent the response to your Stage 1 Complaint?**

**1b. If your SC2 form is being submitted late (more than 10 working days of the date your Stage 1 response was sent to you), you must write your reason for lateness in the box below. Please also attached evidence**.

**SECTION 2 – *see guidance points 3, 4 and 5 above***

**2a. Please indicate below which aspects of the Stage 1 Complaint response you are challenging (add additional rows as necessary)**

|  |  |  |
| --- | --- | --- |
|  | **Aspect of Stage 1 response being challenged** | **Summarise the reason for your challenge for each aspect you are challenging (see guidance in point 6 above)** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |

**2b What evidence are you submitting with your challenge. Please list the evidence in the box below.**

|  |
| --- |
|  |

**2c If your challenge is accepted, what do you want the University to do?**

|  |
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|  |

**SECTION 3**

**3a Would you like to meet with the Stage 2 Complaint Review Panel to discuss your challenge?**

|  |
| --- |
|  |

**3b Please tell us if there are any dates when you are NOT available to meet the Panel.**

*Please note that we have fixed dates scheduled for Stage 2 Complaint Review Panels to meet. We will contact you to discuss the dates available for consideration of your case.*

**SECTION 4**

|  |  |
| --- | --- |
| Name |  |
| Student Number |  |
| Course Title  |  |
| Please note that we will communicate with you via your student email address for all correspondence related to your appeal. If you no longer have access to your student email address, we will communicate with you via the alternative email address held on My Student Record. |

You are expected to submit your complaint yourself. If you are unable to submit your complaint due to exceptional circumstances, you can request permission for another person to raise a complaint on your behalf. You must email your request to appealsandcomplaints@shu.ac.uk stating why you want another person to make your complaint, who that person is and what their relationship is to you.

**Do you have any specific requirements relating to a disability or specific learning difficulty? Please inform us of any adjustments you need in the box below.**

**By submitting this form you certify that the information you have provided is correct to the best of your knowledge and you give your consent for appropriate staff to have access to the information provided in support of this complaint. You understand the information provided will be shared with those parties involved in the investigation and the outcome of the complaint, and as necessary to progress the complaint, and as required by law.**

**How to submit this SC2 form :**

Send this form and any supplementary documents to: appealsandcomplaints@shu.ac.uk