**COMPLAINT REVIEW REQUEST (STAGE 2)**

1. ***Before completing and submitting this form***, we strongly advise you to:
2. Read the [Student Complaints Policy and Procedure](https://students.shu.ac.uk/regulations/appeals_and_complaints/index.html) 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

***What is a Stage 2 Complaint Review Request?***

1. This is your **opportunity to request a review** of the Stage 1 response because you believe something went wrong with the investigation process or that certain aspects of the response are incorrect or unreasonable. It is **not a re-hearing of your complaint** and you do not need to resubmit or expand on your original complaint.
2. You must explain what you believe to be **incorrect or unreasonable** about the response you received at Stage 1. You might be satisfied with some aspects of the response but wish to challenge other aspects. Think about the questions below and **state your reasons for your challenge** in this form. Examples of a challenge are:-

|  |  |
| --- | --- |
| What went wrong with the **complaint process**?  | Was there a delay in the Stage 1 response? Did this have a negative impact on you? You must explain what the impact has been. Do you believe any of your evidence or comments at meeting with the investigator have been misunderstood? You must explain what impact this has had. |
| Was anything missing from the **investigation**? | Has the Panel failed to consider a piece of evidence or information that you believe is of significance? |
| Are the findings and **outcome** unreasonable? | This is not just a disagreement with the findings and outcome - you must state what evidence you are basing your challenge on. |

|  |  |
| --- | --- |
| Does the **response** explain the reasons for the outcome?  | You must be clear about which aspects have not been fully explained.  |
| Are you dissatisfied with the **redress** offered?  | Why are you dissatisfied? Please note that the University is guided by the [Office of the Independent Adjudicator](https://www.oiahe.org.uk/media/2275/putting-things-right-february-2019.pdf) when we need to put things right following a complaint investigation. |

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.**

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|  |

**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?**

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|  |

**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