# University of Bradford

## Student Complaints Procedure – Review Stage

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| **You must submit this Form to** **Student** **Casework Team together with a detailed letter of complaint and supporting evidence.**Advice on completion of the form may be obtained from the Students’ Union by contacting ubu-advice@bradford.ac.uk, or Telephone (01274) 233300.**PLEASE COMPLETE IN BLOCK CAPITALS OR TYPE.** |
| **Personal Details** |
| Full Name: |  |
| UB Number: |  |
| Programme and Stage: |  |
| Stage of programme to which the appeal relates (for students of the University only) e.g. First, Second, Third: |  |
| Address for correspondence in connection with the complaint: |  |
| Postcode: |  |
| Telephone number: |  |
| Email address (students of the University should provide their UoB email address: |  |
| Specify your preferred means of communication: |  |

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| **Please specify the grounds under which you are requesting review of your complaint at the Review Stage:** |
| That there was an irregularity in the operation of the procedure at the Formal Stage which resulted in disadvantage to the complainant. |  |
| That on the facts available at the Formal Stage, the decision and the outcome was not reasonable.  |  |
| That new evidence has become available which had not previously been disclosed. Consideration of such evidence will only take place in exceptional circumstances and the complainant will be required to explain why such evidence could not be disclosed at an earlier stage of the complaint. |  |
| **Please explain why the outcome at the Formal Stage was considered unsatisfactory:**(continue on a separate sheet if necessary) |
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| **Please indicate, without prejudice, what outcome or further action you are expecting:** |
| Please attach copies of all documentation provided by the complainant at the Formal Stage along with any other documentary evidence pertinent to the request. |

**Please Note**:

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of the Academic or Service Department involved.

**If you have written a formal letter of complaint to anyone else in the University please indicate names and / or let us know whether you intend to copy this to anyone else.**

You may consult the Student Union Advice Centre for assistance in making your complaint via ubu-advice@bradford.ac.uk or tel: 01274 233300.

If you are a disabled student and require support or assistance in making this complaint or support during the progress of this complaint, please contact the Disabilities Service via https://www.bradford.ac.uk/disability/ or e-mail disabilities@bradford.ac.uk or tel: 01274 233739.

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| **Declaration** |
| I declare that the information given in this form is true and accurate to the best of my knowledge. I am willing to answer further questions relating to this matter if required. |
| **Signed:** |  |
| **Date:** |  |

You should submit your Formal Stage Complaint to the Student Casework Team via complaintsandappeals@bradford.ac.uk

For full details of the Student Complaints Procedure, please visit the following link: <http://www.bradford.ac.uk/student-academic-services/breaches-appeals-complaints/complaints/Student-Complaints-Procedure-V3.pdf>

Last updated September 2017