## St-Marys-Logo-Colour

## FORM for the submission of a STUDENT COMPLAINT under Stage 3 of the

## Students Complaints Procedure only

This form should be used by students wishing to raise a Stage 3 complaint. Students are advised to refer to the “Student Complaints Procedure” for further information on the process, and for sources of advice and support.

Please complete all sections of this form, and ensure it is signed and dated before submitting it.

**Your Contact Details:**

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| **Regnum:** |
| **Title:** |
| **First Name:** |
| **Surname:** |
| **Current Level of Study:** |
| **Programme:** |
| **Programme Director:** |
| **Contact Address:** |
| **Contact Telephone Number:** |
| **St Mary’s email address:** |
| **Personal email address:** |

Unless you advise us, we will use email as the main means of contact with you during the investigation of your Stage 3 Complaint.

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| **Grounds for your Stage 3 Complaint** |
| Please indicate which of the grounds you are pursuing in order to qualify for a review of the Stage 2 Complaints Panel (by a Stage 3 Review Panel). Please highlight all that apply from the list below: |
| You are able to present new information relevant to the case which could not be revealed for valid reasons or was not known at the time of your Stage 2 Complaints Panel |
| There were procedural irregularities in the conduct of the Stage 2 procedures |
| There was bias in the Stage 2 procedures |

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| **Making your Case for your Stage 3 Complaint:** |
| On a separate sheet, please explain you have met the ground(s) you have listed above, for example, please explain why you believe a procedural irregularity occurred in your Stage 2 Complaints Panel, and provide supporting evidence for your claim(s).Please note: Stage 3 Review Panels will only be able to consider your submission if you address the specified criteria in the Student Complaints Procedure. |

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| **Please indicate below the outcome you would wish to seek if your case is successful at the Stage 3 Review Panel:** |
| Please indicate in this box what outcome you would be seeking in order to resolve your Stage 3 review. |

The University will treat any personal information which is received in the course of dealing with your complaint as confidential. Such information will be kept, used and shared, where necessary and appropriate with other members of staff, only for the purpose of investigating and determining the outcome of your complaint. You are advised to keep a copy of all correspondence for your records.

**Signature:**

**Date:**

This completed form should be submitted with your supporting statement and any documentary evidence by email to complaints@stmarys.ac.uk or by recorded delivery to Complaints, Registry Services, 1st Floor, J Block, St Mary’s University, Waldegrave Road, Twickenham, TW1 4SX.