**We recommend you read through this form before you begin completing it**

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| **Part A: Personal Details** | |
| **A1: First name** |  |
| **A2: Family name** |  |
| **A3: Address, including postcode** |  |
| **A4: Contact telephone number** |  |
| **A5: (for current students only) University email address** | **@mail.bcu.ac.uk** |
| **A6: (for non-students) Contact email address** |  |
| **A7: (for current students only) Student ID number** |  |
| **A8: (for current students only) Your faculty** | Choose an item. |

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| **Part B: Reason for requesting a review** |
| If you are not satisfied with the outcome of the formal complaint stage, you may be able to request a review of the formal complaint stage within 15 working days if you can demonstrate one or more of the following grounds. |
| **B1: What are your grounds for requesting a review?** |
| 1. I have new evidence which I was unable, for valid reasons, to provide earlier in the process that would have had a significant effect on the outcome of the formal complaint stage 2. The correct procedure was not followed during the formal complaint stage and this has had a significant effect on the outcome 3. The outcome was unreasonable given all the circumstances and the evidence considered |
| **B2: Is your request for a review being made within 15 working days of the outcome of the formal complaint stage?** |
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| **B3: Using your chosen grounds for requesting a review, please say why you are not satisfied with the outcome of the formal complaint stage** |
| Please do not repeat the information in your formal complaint form: you must indicate why you feel you have grounds to request a review (delete the grounds that are not relevant) |
| 1. I have new evidence which I was unable, for valid reasons, to provide earlier in the process that would have had a significant effect on the outcome of the formal complaint stage   **The new evidence could not have been provided earlier in the process because**  **The new evidence I have provided with this request would have significantly affected the outcome of the formal complaint in the following way(s)**   1. The correct procedure was not followed during the formal complaint stage and this has had a significant effect on the outcome   **The correct procedure was not following during the formal complaint stage in the following way(s)**  **This has had the following significant effect on the outcome of the formal complaint**   1. The outcome was unreasonable given all the circumstances and the evidence considered   **The outcome is unreasonable given all the circumstances and evidence because** |

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| **Part C: Complaint details** |
| **C1: What evidence are you providing?** |
| Please label your evidence and describe what it is below. For example, *Evidence A is an email sent to me from the University on 28th September 2019*. **We will only consider your evidence if you have labelled it, and describe how it supports your request for a review in B3 (above)**: |
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| **Part D: Data Protection** |
| Birmingham City University is the data controller for the personal data processed to consider your formal complaint. We consider that the lawful basis for processing your personal data falls under Article 6(1)(b) (performance of a contract) of GDPR because it is necessary as part of the contract between you and the University. In addition, we consider the processing of any special category personal data provided as part of the formal complaint process will fall under Article 9(2)(a) (explicit consent) of the GDPR as the personal data is provided on a voluntary basis by you to support your complaint. |

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| **Part E: Declaration** |
| I have read and understood the Student Complaints Procedure. I confirm the information given on this form and the supporting evidence is true and accurate. I understand that if at any time during the complaints process my behaviour is considered vexatious or malicious, the University may decline to continue consideration of my complaint and / or make a referral under the Student Disciplinary Procedure. I authorise the University to consider my complaint and if considered necessary check that the evidence I have submitted is genuine. |
| **Signature** *If submitting your form electronically (for example, by email), please type your name* |
| **Date**  Click here to enter a date. |

Submit your completed form along with your evidence to: [appealsandresolutions@bcu.ac.uk](mailto:complaintsandappeals@bcu.ac.uk)**.**

We will send you a dated acknowledgement of receipt within five working days of receiving this form. **If you have not heard from us after this time, please contact Appeals and Resolutions at the email address above.**