Complaints Procedure

1. INTRODUCTION

1.1 The College is committed to providing all of its Students with a high-quality educational experience. If any Student is dissatisfied, every reasonable attempt will be made to resolve the issue informally. Should any Student wish to explore a more formal means of resolving their issue, the College operates this Procedure which outlines the process for raising Student Complaints and the roles and responsibilities of all parties within the process.

1.2 Students will never be disadvantaged or treated less favourably if they decide to raise a Concern or make a Complaint, regardless of the outcome.

1.3 Complaints will be handled sensitively and confidentially. Information will only be released to those who need it for the purposes of investigating and responding to a Complaint. To ensure a fair process, individuals named in a Complaint will be made aware of the allegations to ensure that they have a proper opportunity to respond.

1.4 This Procedure is intended to be clear, transparent and fair to all parties and the College will make reasonable adjustments to ensure that Students who have protected characteristics under the Equality Act 2010 are not treated less favourably as set out at Appendix 1 of this Procedure.

1.5 All Complaints will be taken seriously, thoroughly investigated.

1.6 Anyone accessing this Procedure and all staff involved in investigating and responding to a Complaint should act reasonably and fairly towards each other and respect this Procedure at all times.

1.7 The College will work to published deadlines; where this might not be possible a Student will be kept informed and a revised deadline provided. This Procedure will normally be completed within 90 days of a Stage 1 Complaint being made.

1.8 Students may submit Complaints individually or as a group as set out in this Procedure at paragraph 6 of Appendix 1.

1.9 Anonymous Complaints will only be accepted at the College's discretion as set out in this Procedure at paragraph 7 of Appendix 1.

1.10 Where the College considers Complaints to be vexatious or frivolous, it may terminate consideration of a Complaint. Please see paragraph 2 of Appendix 1 for full information.

1.11 This Procedure is based on both the UK Quality Code for Higher Education, and the best practice outlined by the Office of the Independent Adjudicator for Higher Education (known as the "**OIA**").

2. SCOPE OF THIS STUDENT COMPLAINTS PROCEDURE

2.1 This Procedure applies to all Concerns and Complaints relating to the delivery of all educational and ancillary services provided by the College to its Students.

2.2 This Procedure comprises of three stages:-

2.2.1 Stage 1: an informal approach with emphasis on conciliation and local resolution;

2.2.2 Stage 2: a formal procedure; and

2.2.3 Stage 3: a request for a review.

2.3 This procedure is for all Students registered with the College. A Student who wishes to make a Complaint must invoke the informal stage (Stage 1) within eight (8) weeks of any alleged incident which is the cause of the Complaint. This includes Students who have left the College either through completion of studies or who have withdrawn for any other reason.

2.4 Students may raise issues which may also be covered by different College procedures. In these circumstances the College will have discretion to decide how to progress matters in the best interests of all parties involved. This may involve deciding which matter should take precedence or whether interlinked matters can be considered together under one procedure.

2.5 Complaints can be wide-ranging and might include, but not be limited to:

2.5.1 the quality and standard of any service provided by the College including teaching and supervision and any facilities or learning resources;

2.5.2 the unfair treatment or inappropriate behaviour by a staff member;

2.5.3 misleading or incorrect information or failure to follow appropriate College procedures;

2.5.4 the quality and standard of any service that the College provides or its failure to provide such a service.

2.6 There are issues that cannot be considered through this Procedure. These include:

2.6.1 A Complaint about alleged misconduct by a Student. These issues are dealt with under the College's Student Disciplinary Procedures.

2.6.2 Complaints about academic decisions made regarding progress or awards. Any Student who disagrees with an academic decision and meets the grounds for academic review/appeal can access the College's Academic Appeals Procedure which can be found at ICON VLE/ Student Handbook.

2.6.3 Complaints made by applicants regarding admission decisions.

2.6.4 Complaints about bullying, harassment and victimisation.

2.6.5 A request under the Freedom of Information Act 2000 or the Data Protection Act 2018.

2.6.6 A request for information or an explanation of a policy or practice.

2.6.7 Those matters which are currently being considered by the Office of the Independent Adjudicator (the OIA), a court or tribunal, or a police investigation.

2.6.8 An attempt to have a Complaint reconsidered where the College has completed its procedures or the complainant has entered another of the College's procedures regarding the same or similar matter.

2.6.9 Complaints about alleged misconduct of staff. Such Complaints are dealt with as disciplinary matters under the College's HR Procedures.

2.7 The above list is not exhaustive.

3. DEFINITIONS

3.1 In this Procedure all references to a post holder in the College should also be read as referring to any person (including external parties) to whom the roles and responsibilities of that post holder have been delegated.

3.2 In this Procedure the following terms are used:

3.2.1 **Concern -** a concern is an informal oral or written expression of dissatisfaction about the standard of a service or facility provided by or on behalf of the College by a Student.

3.2.2 **Complaint -** a complaint is a formal expression of dissatisfaction about the standard of a service or facility provided by or on behalf of the College or any action or lack of action by the College by a Student. A Complaint must be made in writing, following the process set out in this Procedure.

3.2.3 **Academic Appeal -** an academic appeal is a request for a review of a decision of an academic body charged with making decisions on Student progress, assessment and awards. An Academic Appeal must be made in writing, following the process outlined in the College's Academic Appeals Procedure which can be found at ICON VLE/ Student Handbook.

3.2.4 **The Office of the Independent Adjudicator (OIA)** - the OIA is an independent body set up to review individual Student Complaints against colleges and universities in England and Wales. Current or former Students may only take their Complaint to the OIA once the College's internal Complaints procedures have been exhausted and a Completion of Procedures letter has been issued. The OIA must receive a completed Scheme Application form within twelve months of the date of the Completion of Procedures letter.

3.2.5 **Procedure -** means this Student Complaints Procedure.

3.2.6 **Student –** a reference to a student or students means a currently registered student or students of the College including those on interruption or suspension of studies and students who may have completed their studies or who have been withdrawn or terminated their studies for any other reason as long as they have invoked this procedure within 8 weeks of any incident.

3.2.7 **Validating Body –** refers to the qualification body or University which has accredited or validated any award on which Students of the College are enrolled, from time to time. The current Validating Body is Bishop Grosseteste University and Pearson.

4. STUDENT COMPLAINTS PROCEDURE

4.1 Before making a Complaint

4.1.1 A Student must take reasonable steps to address their Concerns informally before submitting a Complaint.

4.1.2 Avenues a Student should consider before making a Complaint include:

(a) meeting with the staff member responsible for the service with which they are dissatisfied to discuss their Concerns directly;

(b) speaking to a senior member of the College's staff such as the relevant Head of Department, Programme Manager or Personal Tutor;

(c) asking their Student representative to raise the issue with the Staff Student Liaison Panel or other College Board or Committee;

(d) recording their Concern in the Student Survey.

4.1.3 Any Student wishing to disagree with a decision of an academic decision (i.e. progression from stage to stage, award of credit, decisions relating to academic misconduct penalties and decisions relating to mitigating circumstances) should be submitted as an Academic Appeal by following the process outlined in the College's Academic Appeals Procedure at ICON VLE/Student Handbook.

4.2 For students on BGU validated courses these processes align with BGU's Procedure for Dealing with

Complaints by Students. Stage one (informal Complaint) will be considered by ICON.

5. STAGE 1 – INFORMAL COMPLAINT

5.1.1 The College expects that the majority of issues or Concerns can be resolved informally through discussion and negotiation between the Student and Staff (as detailed in paragraph 3 of Appendix 1) at the point closest to where the matter originated.

5.1.2 To raise a Concern with the College informally, the Student should email the relevant Head of Department from their College email account. When reporting, a Student should:

(a) Be specific about the issue or Concern;

(b) Describe the issue or Concern succinctly;

(c) Provide supporting documentary evidence where available;

(d) State the outcome requested – be clear and realistic.

5.2 If requested by the Student, the relevant Head of Department will arrange to promptly meet with all parties and make every effort to facilitate a mutually satisfactory resolution. In any event a Student will usually receive a full response to their Concern in writing within ten working (10) days of receipt. The College reserves its rights to make reasonable extensions to this timetable including to take account of vacation periods and the Student will be notified.

5.2.1 Stage 1 will normally result in one or more of the following outcomes:

(a) A solution to the Student's issue or Concern;

(b) An explanation where the desired outcome cannot be achieved;

(c) An apology, where it is appropriate to do so;

(d) The College may decide that it is not appropriate to consider the issue or Concern informally and direct the Student to submit a formal Stage 2 Complaint within 10 working calendar days.

5.2.2 Examples of reasons why the College may decide that the issue or Concern is not suitable for informal consideration includes, but is not limited to:

(a) If a detailed investigation is required;

(b) If the Student is seeking a financial outcome;

(c) If it is not appropriate to grant the outcome the Student is seeking on an informal basis;

(d) If the issue or Concern is of a sufficiently serious nature.

5.2.3 If the Student is dissatisfied with the Stage 1 outcome and the Student wishes to pursue the matter as a Formal Complaint, or if the College has deemed that it is not appropriate to consider the issue or Concern informally, the Student should submit a Formal Complaint in accordance with paragraph 6 of this Procedure.

5.3 If a Concern at Stage 1 relates to the Head of Department and direct resolution is not appropriate then the Concern will be referred to the Vice Principal (Academic) who will appoint an alternative senior tutor to meet with all parties and make every effort to facilitate a mutually satisfactory resolution. In any event a Student will usually receive a full response to their Concern within ten (10) working days of receipt. The College reserves its rights to make reasonable extensions to this timetable including to take account of vacation periods and the Student will be notified.

5.4 For students on a BGU validated course, the second stage of Formal Complaint will be received by ICON and it will be decided how the complaint is to be investigated by following BGU's Procedure for Dealing with Complaints by Students.

6. STAGE 2 - FORMAL COMPLAINT

6.1 If, after having tried to resolve the matter through Stage 1 Informal Complaint a Student remains dissatisfied, they should initiate Stage 2 – Formal Complaint by using the Student Complaint Form provided at Appendix 2 or found at ICON VLE/Reception within ten (10) working days. They should email the completed Student Complaint Form, and any supporting evidence to the Academic Administrative Officer at academicsupport@iconcollege.ac.uk.

6.2 Within five (5) working days, the Chair of the Misconduct Committee will respond to a Student to acknowledge receipt of their Complaint and advise any member(s) of staff concerned, through their line manager and in writing, that a Complaint has been received and the substance of that Complaint.

6.3 If a student has not taken steps to address the issue informally, the Chair of the Misconduct Committee may advise this as a first course of action, and offer a referral into Stage 1 of this Procedure or support the facilitation of local resolution where appropriate.

6.4 The Chair of the Misconduct Committee will invite the Committee to investigate the Complaint. The Committee will consider the associated evidence, written or otherwise, and hold such discussions as deemed appropriate. To this end, Students and staff may be asked to provide any documentary evidence relevant to a Complaint or give written evidence. All parties must be given at least five working days' notice in which to provide evidence or before any meeting to which they may be invited. An earlier meeting may be arranged with the agreement of all parties.

6.5 Following their investigation, the Committee will report their findings to the Chair of the Misconduct Committee, alongside a recommendation as to an appropriate remedy or redress if required. The Chair of the Misconduct Committee will consider the report and recommendations, and write to the student within 10 working days of receiving the report, to inform them as to:

6.5.1 whether their Complaint has been upheld, partially upheld or not upheld;

6.5.2 the reasoning behind this decision;

6.5.3 the action that will be taken as a result of the decision; and

6.5.4 their option to seek a review of their decision under Stage 3 of this Procedure if they remain dissatisfied with the outcome of Stage 2.

6.6 In the event that the Chair of the Misconduct Committee decides to uphold any Complaint in all or in part they will make any recommendations regarding the substance of any Complaint including any required remedial action and/or compensation.

6.7 For students on BGU validated courses if the complaint has not been resolved by the outcome of Stage 2 of this procedure, then the student may request that the Stage 2 Decision to be reviewed under Stage 3 of BGU's Procedure for Dealing with Complaints by Students. In this case BGU will be notified of any students that are unsatisfied with the outcome and work jointly with ICON to determine how to proceed.

7. STAGE 3 – REQUEST FOR REVIEW

7.1 If a Student does not consider that their Complaint has been resolved by the outcome of Stage 2 of this Procedure then the Student may request that the Stage 2 Decision is reviewed under Stage 3 of this Procedure.

7.2 The request for Review at Stage 3 must be made by the Student in writing to Academic Administrative

Officer (Stage 3 review form could be found at ICON VLE/Reception) within 10 working days of receiving the Stage 2 decision or any correspondence confirming the outcome of any resolution undertaken under Stage 2. The request should set out why the outcome of Stage 2 does not resolve the Complaint.

7.3 The grounds for seeking a review at Stage 3 are:

7.3.1 a material error or irregularity in the conduct of earlier stages of the Complaints Procedure; and/or

7.3.2 you have material new evidence that has become available since the commencement of step 3 that you were unable, for valid reasons, to provide by earlier in the process; and/or

7.3.3 the relevant procedures were not followed; and/or

7.3.4 there is evidence of bias or apparent bias in the decision making at Stage 2 of the process; and/or

7.3.5 the outcome at Stage 2 was unreasonable in light of the evidence submitted.

7.4 On receipt of the Student review request, the Chair of the Misconduct Committee (referred to as the Stage 3 Chair) will consider a Student's grounds for seeking a review and evidence provided and decide whether they meet the stated grounds set at paragraph 7.3 of this Procedure and whether the request for review has been received within the time limits set at paragraph 7.2 of this Procedure.

7.5 If the Stage 3 Chair decides that the request for review has not been received within the required time limits set by this Procedure or that the grounds for review submitted do not meet the grounds required under this Procedure then the Stage 3 Chair will write to the Student within 5 working days of receipt to advise that the request for review has been rejected, setting out the reasons for that decision and notifying the student that the original decision appealed against will stand.

7.6 In the event that a decision is made at paragraph 7.5 of this Procedure there will be no right of appeal against this decision and the Stage 3 Chair will issue a Completion of Procedures letter within 28 days of coming to this decision. This Completion of Procedures letter will state the decision not to uphold the appeal, and the reasoning.

7.7 If the request for a review is accepted by the Stage 3 Chair, then it will be acknowledged within five (5) working days and the student notified of its referral for review. The Stage 3 Chair will instruct a new Misconduct Committee constituted of members who have not previously been involved in the Student's Complaint to undertake a review of the Stage 2 Decision; and the Stage 3 Chair will advise the Student in writing of the outcome of the Stage 3 Review within 10 working days. The Stage 3 Decision of the new Misconduct Committee will be final.

7.8 The outcome of the Stage 3 Review could include the original Stage 2 Decision being upheld, overturned or amended, or the matter being remitted back to a Stage 2 for reconsideration afresh.

7.9 Following a Complaint Completion of Procedures letter must be issued by the Stage 3 Chair within 28 days of the completion of all internal processes relating to a Complaint.

7.10 If the Student is dissatisfied with the decision of the new Misconduct Committee following the Stage 3 Review and their Complaint is about academic quality, they may take their Complaint to the Validating Body. Details of how to contact the Validating Body is set out below. If a Student is eligible to refer their complaint to Bishop Grosseteste University or as their Validating Body then they will be responsible for issuing the Completion of Procedures letter to the Student under the terms of their own respective Complaints procedures.

https://qualifications.pearson.com/en/contact-us/feedback-and-complaints/learners-and-parents.html#:~:text=We%20aim%20to%20respond%20to,update%20you%20on%20our%20progress. You can also email to hnqa@pearson.ac.uk .

8. REFERRING COMPLAINTS TO VALIDATING BODY

If the Student's Complaint is about academic standards or quality (e.g. the quality of teaching), the Student may refer their Complaint to Bishop Grosseteste University or Pearson. It may exceptionally review the Complaint under its Step 3 of its Complaints Procedure.

Students should request the Bishop Grosseteste or Pearson review within ten working days of receiving the outcome of College's Stage 3 review.

9. COMPLETION OF PROCEDURES LETTER

9.1 Following completion of all applicable stages, the Student will be issued with a Completion of Procedures letter. Where the Complaint has been handled exclusively through the College procedure, the College will issue the letter. If Bishop Grosseteste University or Pearson reviews the Complaint, then Bishop Grosseteste University or Pearson will issue the Completion of Procedures letter.

9.2 If, following receipt of a Completion of Procedures letter, the Student is dissatisfied with the outcome of their Complaint, they have the right to take up the matter with the Office of the Independent Adjudicator (OIA) for Higher Education. Information and eligibility rules are available at the following website.
http://www.oiahe.org.uk/

9.3 Other (Non Academic Quality Complaints)

9.4 In all other cases the Student will not be eligible to refer their Complaint to their Validating Body. However, they still retain the right to refer their Complaint to the Office of the Independent Adjudicator ("**OIA**") once the Completion of Procedures letter has been issued as set out at paragraph 9 of this Procedure.

10. OUTCOMES OF THE STUDENT COMPLAINTS PROCEDURE

10.1 Where a Complaint refers to a member of staff, the outcome of the Complaint and reasoning will be shared with all parties concerned and line managers of academic staff.

10.2 Should a Student still be dissatisfied following the issue of the Completion of Procedures letter, and subject to the matters set out at paragraph 9 of this Procedure, they may raise their Complaint with the Office of the Independent Adjudicator ("**OIA**"). Eligibility rules are available at http://www.oiahe.org.uk/. Any request for review must be received by the OIA within 12 months of the date of the Completion of Procedures letter.

COMPLAINTS PROCEDURE: APPENDIX 1

1. **SUPPORT THROUGH THE STUDENT COMPLAINTS PROCEDURE**

1.1 During all stages of this Procedure, a Student may be accompanied to meetings by a member of:

1.1.1 the College; usually either a member of staff, or a fellow student;

1.1.2 only in exceptional circumstances and by prior agreement may a Student be accompanied by someone who is external to the College; and

1.1.3 the role of the person supporting a Student is to offer support and advice and not to formally represent the Student or act as their advocate.

1.2 Additional support for Students requiring reasonable adjustments is set out at paragraph 4 of this Procedure.

2. **UNREASONABLE BEHAVIOUR AND VEXATIOUS COMPLAINTS**

2.1 The College expects all participants of this Procedure to act with respect towards any other party(ies). Where the behaviour of a Student/complainant or their representative becomes unreasonable and adversely affects the ability of staff to carry out their duties, the College reserves the right to restrict contact with the Student/ complainant and if appropriate, invoke its disciplinary procedure. Wherever possible the College strives to allow the Complaint to progress to completion.

2.2 Examples of unacceptable behaviour might include:

2.2.1 Aggressive or abusive behaviour. This could include the threat or use of physical violence, verbal abuse or harassment towards staff. This is likely to result in the ending of all direct contact with the complainant and could result in a report being submitted to the police.

2.2.2 Unreasonable demands. This includes instances where a complainant continues to demand responses being provided within an unreasonable time-scale; insists on seeing or speaking to a particular member of staff; makes continual contact; repeatedly changes the substance of the Complaint or raises unrelated Concerns.

2.2.3 Unreasonable persistence. This could include a persistent refusal to accept a decision made in relation to a Complaint; persistent refusal to accept explanations relating to what can or cannot be done about the Complaint, and continuing to pursue a Complaint without presenting any new information.

2.3 Vexatious or frivolous Complaints.

2.3.1 The College regards Complaints to be vexatious or frivolous where:

(a) the Complaint does not have any serious purpose or value or is not serious or sensible in attitude;

(b) is designed to cause disruption or annoyance or gives rise to disproportionate inconvenience or expense;

(c) has the effect of harassing any of the College's staff, or can be fairly characterised as obsessive or unreasonable;

(d) it is reasonable to assume that there is no intention for the Complaint to be seen as serious or sensible but not to the extent that it can be considered vexatious or malicious.

2.3.2 If the investigation of a Complaint reveals the Complaint to be vexatious or frivolous in nature, the College reserves the right to dismiss the Complaint and to take disciplinary

action against the Student. A Student will be notified of this decision in writing and will be issued with a Completion of Procedures letter.

3. COMPLAINTS AGAINST STAFF

3.1 Complaints by Students about staff must be handled by an individual independent of the staff member involved, to avoid a conflict of interest. The Chair of the Misconduct Committee must consider any conflicts of interest and arrange for an alternative staff member to sit on the Misconduct Committee. Alternatively, it may be appropriate to appoint an external party to the College to investigate.

3.2 It is also the College's duty to ensure that all staff are treated fairly throughout this Procedure. Therefore, any staff member has the right to be supported through this Procedure, and to be advised of any Complaint made against them at the outset and to have access to any evidence presented in support of any Complaint as well as the right to reply to that Complaint at any stage of this Procedure.

3.3 If a Complaint made against a staff member under this Procedure is of a disciplinary nature or raises allegation which are better suited to a disciplinary investigation then the College may decide that this Procedure is suspended until the disciplinary matter has been concluded. If a case is considered sufficiently serious or is proven against a member of staff this will be referred to the College's human resources team to decide whether further investigation should take place under its human resources procedures.

4. REASONABLE ADJUSTMENTS

4.1 In the case of individuals with additional needs, reasonable adjustments can be made in order to prevent placing the Student at a disadvantage. This may include holding meetings by video conferencing platforms, or other appropriate means. Anybody who may require assistance in making their Complaint should discuss their needs with the College and the College will then seek to refer the Student to appropriate support.

4.2 If a Student finds the Complaints process or the details of the Complaint itself have caused them to feel anxious or stressed, they may wish to contact the College for additional support.

4.3 The College's Student Academic Career and Welfare Manager is available to provide a Student with support at any point in the process. This might include: helping to find the right words to explain your Concerns as clearly as possible; explaining how the Complaint process works and helping to decide whether this course of action is the best way of resolving Concerns; providing support at any meetings attended in relation to a Formal Complaint.

5. CONFIDENTIALITY

5.1 The College will process all personal information in accordance with its Data Protection Policy.

5.2 Any Complaint raised by a Student will be treated with appropriate confidentiality. However, it may be necessary to discuss a Complaint with staff or other Students in order to properly investigate.

5.3 In the event that the confidentiality of any Complaint under this Procedure is breached by a member of staff or a Student then the College reserves the right to refer any breach for consideration under its disciplinary procedures.

6. GROUP COMPLAINTS

If a number of Students wish to submit a group Complaint they will be required to nominate one Student to act as a spokesperson and to lead any communication with the College under this Procedure. The Student Complaint Form must be completed and signed by that nominated Student and a document attached containing the names, details and signatures of the other Students who are seeking to support the Complaint. The evidence submitted to support the Complaint must be agreed by the group of Students and provided with the Complaint Form. No additional evidence will be accepted after submission of the Complaint Form unless there are exceptional grounds.

6.1 In circumstances where the College receives multiple Complaints from Students affected by the same issue(s) and where there are common characteristics or similarities in the subject matter of the Complaints then the College has the discretion to combine those Complaints and deal with as a group Complaint.

6.2 The College will not accept an individual Complaint from a Student about any matter where they are already a party to a group Complaint.

7. ANONYMOUS COMPLAINTS

7.1 Complaints received from an anonymous source will be given consideration at the College's discretion. The College encourages any Student to raise a Concern without fear of suffering any disadvantage but a Complaint made anonymously could impede any investigation and communication of the outcome. The College will only exercise its discretion to accept anonymous Complaints in exceptional circumstances and in exercising discretion the following factors will be taken into account:

7.1.1 the seriousness of the Complaint;

7.1.2 the likelihood of confirming the allegation from attributable sources;

7.1.3 whether enough information has been provided to enable any further action;

7.1.4 whether anonymity can reasonably be maintained;

7.1.5 whether resolution can be found through an informal process.

8. MONITORING CONCERNS

8.1 It is important that the College monitors all Concerns raised by Students and responds proactively where appropriate. In particular, minor Concerns, when reported by multiple Students, should be properly considered and investigated.

Any Concerns which have been raised independently by more than one Student should be discussed by the College's Academic Board, who will monitor the situation and take action as appropriate.

APPENDIX 2

1. COMPLAINT FORM

1.1 Complaint form

In order to make a formal complaint, please email this form, once complete, to academicsupport@iconcollege.ac.uk

Name	
Student ID	
e-mail address/telephone number/Correspondence Address	

1.2 Your complaint

Issue raised Please clearly set out the nature and origin of your complaint, list the specific issues which you would like investigated and indicate the remedy or remedies, if applicable, that you are seeking.
Action already taken Please describe any informal action you have already taken, with dates, to try and address this complaint (for example, speaking to a member of College staff, approaching your course representative, utilising the Module Evaluation Questionnaire or other feedback tool) and why any outcome offered is not satisfactory. You must take reasonable steps to address your concern informally before making a formal complaint. If you require support or guidance, speak to any member of College staff.
Associated evidence Please list the evidence which you are submitting in support of your complaint (you should attach the evidence to the email in which you file your complaint). For example, you can attach emails and dates and times of meetings, with any agreed actions.

Declaration	
I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary. I authorise representatives of the College to consider the evidence submitted alongside this complaint, and any other relevant information held by the College, to the extent necessary for the consideration of my complaint. I understand that any documentation that has implications for third parties may also be shared with those third parties in the interests of natural justice.	
Name (print)	
Signature	
Date	

APPENDIX 3

Review form -Stage 3

1. Contact Details

Name	
Student ID	
e-mail address/telephone number/Correspondence Address	

2. Details of Step 2

a) Please confirm the date you were sent the resolution of Step 2 proceedings. *

Review requests must be submitted within ten (10) working days of the Step 2 outcome of the appeal or complaint. Review requests submitted outside of this timeframe will not normally considered.

Please enter text here. Box will expand as you type.

3. Grounds for requesting a review

You may not request a review simply because you disagree with the decision made at Step 2. Review requests can only be made on the following grounds. You must be able to provide evidence to support your claims.

Please tick to indicate on which grounds you wish to request a review: *****

☐ a) There was a material error or irregularity in the conduct of Step 2 of the Appeals/Complaints Procedure; **and/or**

☐ b) Material new evidence has become available since the commencement of Step 2, which you were unable, for valid grounds, to provide earlier in the process

4. Details of Step 3 Review request

a) Please explain in full the grounds on which your review request is based, e.g.:*

- If you believe there was a material error or irregularity in the conduct of the Step 2 investigation, please specify the details of the error with reference to the relevant policies, procedures and regulations.
- If you are providing material new evidence to support your Step 2 case, please state why you were unable to provide the evidence earlier in the process, and how this new evidence affects your Step 2 case.

Please enter text here. Box will expand as you type.

b) State the desired result should your review be upheld: *****

This result must be feasible in the context of the College's regulations, policies and procedures. Provision of some services may be dependent on resources or policy decisions at the College or national level.

You may wish to speak to a Student representative for advice on the desired result you wish to request.

Please enter text here. Box will expand as you type.

c) Please list the supporting evidence attached to your request. **Reviews submitted without supporting evidence will not normally be considered.** You may wish to contact your student representative for impartial advice about what constitutes evidence for your specific case.*****

Please enter text here. Box will expand as you type.

5. Declaration

Please tick to confirm the following: *

☐ I have read the Appeals/Complaints Policy and Procedure

☐ I have included all relevant information to support my review request

☐ I have made a copy of all documentation and supporting information for my records

☐ I authorise those involved to share the details of my request with the relevant parties involved, including anyone I have named in my request

☐ I authorise those involved in the process to have access to relevant information required as necessary for the investigation into and consideration of my request, including access to sensitive information

Signature: *	**Date:** *

(If you are unable to submit an electronic image of your signature, please type your name. We will consider the receipt of this form electronically direct from your College email address as being equivalent to a signature.)

6. Submission

Please return this form by email together with scans of your supporting evidence to academicsupport@iconcollege.ac.uk