

Appendix C

**Regulations Governing Student Complaints**

**Stage 3 Student Complaint Form**

If you are not satisfied with the outcome received at Stage 2, the Stage 3 Student Complaint Form should be submitted to the Head of Academic Appeals and Student Complaints (email casework@soton.ac.uk) **within 10 working days** of the date of the Stage 2 response.

In completing this form, please refer to the [Regulations Governing Student Complaints](http://www.southampton.ac.uk/assets/sharepoint/intranet/calendar/publicdocuments/Regulations%20Governing%20Student%20Complaints.pdf) and the guidance notes, which can be found at the end of this form. **You should not introduce any new complaints at Stage 3.**

You are strongly encouraged to seek advice from the Students’ Union Advice Centre in preparing this documentation. Email advice@susu.org or telephone +44 (0)23 8059 2085.

# **Section 1: About You**

|  |  |
| --- | --- |
| **Student ID no** |  |
| **First Name** |  | **Title** |  |
| **Family Name/Surname** |  |
| **Address for correspondence** |  |
| **Telephone contact** |  |
| **Email contact** |  |
| **Faculty** |  |
| **Year of Study** |  |
| **Programme of study** |  |
| **Date you first enrolled on your programme of study*****(eg 2017/18)*** |  |
| **Year of regulations under which complaint is made** | **Current year** |  |
| **Regulations in force at date of registration\*** |  |
| **\* If not using the current year regulations, please explain substantial disadvantage** |  |
| **Date of submission of your Stage 2 Complaint Form** |  |
| **Date of the Stage 2 response from the Faculty/Service** |  |

1



# **Section 2: Grounds at Stage 3**

Appendix C

Please complete the table at either 2.1 **or** 2.2 to confirm the grounds on which you are submitting your Stage 3 complaint. You should **not**

introduce any new complaints at Stage 3.

* 1. I have new information which was, for good reason, not available at Stage 2 and this information is essential to the complaint.

|  |  |  |
| --- | --- | --- |
| **Provide details of the new information and the reason why it was not available at Stage 2** | **Preferred outcome** | **Please list the evidence you wish to submit (please number each attachment accordingly)** |
|  |  |  |

**or**

* 1. The University failed to follow the procedures at Stage 2 and this has significantly disadvantaged me.

|  |  |  |
| --- | --- | --- |
| **Please explain how the University failed to follow the procedures at Stage 2 and how this has significantly disadvantaged you** | **Preferred outcome** | **Please list the evidence you wish to submit (please number each attachment accordingly)** |
|  |  |  |

2

# **Section 3: Declaration**

|  |
| --- |
| **I declare that the information given in this form is true to the best of my knowledge and that I am willing to answer further questions relating to it if necessary. I confirm that I understand that:*** **any documentation submitted as part of my complaint will be shared with the Stage 3 Investigator and any other appropriate members of staff at Stage 3 as well as those administering the complaints process;**
* **depending on the nature of the complaint, it may need to be shared with others to allow an investigation to be conducted,**
* **any documentation that has implications for third parties may also be shared with those third parties in the interests of natural justice;**
* **where necessary, the Stage 3 Investigator may take steps to verify the accuracy of any points raised in my complaint.**
 |
| **Student signature:** |  | **Date (dd/mmm/yyyy):** |  |

The Stage 3 Student Complaint Form should be submitted to the Head of Academic Appeals and Student Complaints (email casework@soton.ac.uk) **within 10 working days** of the date of the Stage 2 response.

# **Guidance notes: completion of the Stage 3 Student Complaint Form**

**Section 1: about you**

* + - **Student ID** – enter your University ID number which can be found on your ID card
		- **Name** – enter your full name
		- **Address for correspondence** – address you wish to be contacted at
		- **Telephone contact** – enter all telephone numbers we may use to contact you e.g. home, mobile/cell
		- **Email contact** – ideally this will be your University of Southampton email address
		- **Faculty** – enter the name of the Faculty you are enrolled to study in
		- **Year of study** – enter the year you are current in, e.g. 1st, 2nd
		- **Programme of study** – enter the title of the course you are studying
		- **Date you first enrolled on your programme of study** – enter the month and year e.g. October 2007 in which you started your course
		- **Year of regulations under which complaint is made** – check one box to confirm if you are (a) using the current year complaint regulations or (b) those in force at the time you first registered. Each year the University reviews and improves its regulations in order to provide clear robust procedures, which are student centred with the intention that all complaints will be processed according to the regulations, which have been approved for the current year. You may apply to use the complaint regulations in force when you first registered for your programme only if you can demonstrate that you will be substantially disadvantaged by having to use the current complaint regulations.
		- **If not using current regulations please explain substantial disadvantage** – if you are using the current regulations then do not check this box. If you are using the regulations in force at the time you registered, you must explain here why you believe you would be substantially disadvantaged by using the current regulations.
		- **Date of submission of your Stage 2 Complaint Form** – enter the date that you submitted your Stage 2 Complaint Form to the Faculty or Service.
		- **Date of the Stage 2 response from the Faculty/Service** – enter the date of the Stage 2 response from the Faculty or Service.

**Section 2: grounds at Stage 3**

Please complete the table at either 2.1 **or** 2.2 to confirm the grounds on which you are submitting your Stage 3 complaint. You should **not** introduce any new complaints at Stage 3.

* 1. **I have new information which was, for good reason, not available at Stage 2 and this information is essential to the complaint**

You should provide details of the new information and the reason why it was not available at Stage 2, and your preferred outcome. List all of the supporting evidence you are providing and number each of the items on the list, writing the corresponding number on each document.

* 1. **The University failed to follow the procedures at Stage 2 and this has significantly disadvantaged me.**

You should explain how the University failed to follow the procedures at Stage 2 and how this has significantly disadvantaged you, and your preferred outcome. List all of the supporting evidence you are providing and number each of the items on the list, writing the corresponding number on each document.

**Section 3: declaration**

**Please sign the form to declare that the information you have given is true to the best of your knowledge, that you are willing to answer further questions relating to it if necessary and that you understand your complaint documentation may be shared with the parties mentioned. If your complaint is about a member of staff, the complaint and evidence will be shared with the individual to afford them the right of reply.**