**Student Concerns and Complaints Procedure**

**Request for Internal Review**

Requests for internal review will only be accepted if you have received the outcome of a Formal Complaint under the Student Concerns and Complaints Procedure. An internal review of a complaint may be requested **within 20 working days** of the date of the letter to you containing the outcome of the formal complaint stage.

**Once completed, please submit this form by email to** [**studentcomplaints@essex.ac.uk**](mailto:studentcomplaints@essex.ac.uk) **or by hand or by post addressed to the Student Services Hub, for the attention of the Student Progress Team.**

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| Further guidance, and the full procedure for Student Concerns & Complaints can be read online: [www.essex.ac.uk/see/complaints](http://www.essex.ac.uk/see/complaints) | You are strongly encouraged to seek support from SU Advice before submitting your complaint:  [www.essexstudent.com/advice](http://www.essexstudent.com/advice) |

***IMPORTANT NOTE:***

*Any person who is the subject of a concern or a complaint will be advised, and the concern or complaint normally copied to him/her, in order that s/he is given the opportunity to respond. It may also be necessary to disclose information to others in order to deal with the concern or complaint and, in these circumstances, the parties concerned will be informed of such a disclosure.*

# Section 1: Your Details

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| --- | --- | --- | --- | --- | --- | --- |
| **PRID** |  | | | | | |
| **First Name** |  | | | **Title** | |  |
| **Surname** |  | | | | | |
| **Correspondence Address & Postcode** |  | | | | | |
| **Telephone Contact** |  | | | | | |
| **Email Contact**  (please use University email address if possible) |  | | | | | |
| **Department or School** |  | | | | | |
| **Course Title** |  | | | | | |
| **Year of Study** |  | | | | | |
| **Tier 4 Visa Holder** | Yes |  | No | |  | |

# Section 2: Grounds for Requesting an Internal Review

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| --- | --- | --- | --- | --- | --- |
| **A request for an internal review may be made on limited grounds, listed below.**  **Please confirm the grounds upon which you are making your request by marking the relevant box:** | | | | | |
| That the University did not follow its procedures properly in the handling of my complaint: |  | That the outcome of the formal complaint was unreasonable: |  | That there is new material evidence that I was not able to provide before now: |  |

| **Please explain your grounds for appeal:** |
| --- |
| Depending on the grounds stated above, please explain:   * The procedural irregularity that you think has occurred; * The reasons that you have for believing the previous outcome to be unreasonable; * The new evidence that is now available and the reasons why these were not previously submitted. |
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| **Please state how you would like your concerns to be addressed:** |
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**Declaration**

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| 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. |  |

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| --- | --- |
| **Signature:** |  |
| **Date:** |  |

*If you send the form as an email attachment, please type ‘submitted electronically’ in the signature box*