**Student Concerns and Complaints Procedure**

**Stage 3 Internal Review**

This form is to be completed in accordance with stage 3 of the Student Concerns and Complaints Procedure and should be submitted electronically to [studentcomplaints@essex.ac.uk](mailto:studentcomplaints@essex.ac.uk) . Alternatively, you may print this form, complete it and submit it to the Student Services Hub in the Silberrad Student Centre.

If you require any further information, please contact the Student Services Hub, Silberrad Student Centre, email [studentcomplaints@essex.ac.uk](mailto:studentcomplaints@essex.ac.uk), telephone 01206 874000.

***Please do not complete this form unless you have completed Stage 2 of the Student Concerns and Complaints Procedure.***

In completing the form, please refer to the Student Concerns and Complaints Procedure: <http://www.essex.ac.uk/about/governance/documents/policies/complaints.pdf> . An internal review of a complaint may be requested **within one month** of the date of the letter to you containing the outcome of the formal complaint stage.

A complaint will not be reviewed if this form has not been completed in full or if it is anonymous.

You are strongly encouraged to seek advice from SU Advice Centre which can be contacted as follows:

Web: [http://www.essexstudent.com/advice/](http://www.essexstudent.com/advice/%20), Email: [suadvice@essex.ac.uk](mailto:suadvice@essex.ac.uk), Tel: 01206 874034

**Section 1: Your Details**

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| --- | --- | --- | --- |
| **PRID** |  | | |
| **First Name** |  | **Title** |  |
| **Surname** |  | | |
| **Correspondence Address** |  | | |
| **Telephone Contact** |  | | |
| **Email Contact**  (please use University email address where possible) |  | | |
| **Department/ School** |  | | |
| **Programme of Study** |  | | |
| **Year of Study** |  | | |

**Section 2: Grounds for requesting an internal review**

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| --- | --- | --- | --- | --- | --- | --- |
| **A request for an internal review may be made on limited grounds, including but not confined to:**   * A review of the procedures followed at the formal stage * Consideration of whether the outcome was reasonable in all the circumstances * There is new material evidence which you were unable, for valid reasons, to provide earlier in the process   The purpose of conducting a review is to consider whether any procedural irregularities occurred during the formal complaint stage (Stage 2) and whether the outcome was reasonable. The review will **not** usually consider the issues afresh or involve a further investigation. | | | | | | |
| **Grounds for Appeal:**  **(Please tick as appropriate)** | **A procedural irregularity occurred** |  | **The outcome was unreasonable** |  | **There is new material evidence available** |  |
| **Please explain your grounds for appeal, how you have been disadvantaged by this and list the evidence to support your grounds -**  *include reasons why you did not submit this at an earlier stage* |  | | | | | |
| **Please state your preferred outcome** |  | | | | | |

**Section 3: 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.** | | | |
| **Signature:**  (Please print name if completing electronically) |  | **Date:** |  |