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COLLEGE

Student Complaints Policy & Procedure 2021-2023

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VERSION: 001



Student Complains Policy and Procedure

This policy document is about non-academic complaints; for academic complaints please see the document entitled “Academic appeal policy and procedure” which can be found on the College Website. Mont Rose College seeks to maintain high standards in the quality of education as well as other services. This policy sets out the steps to be followed in case a student considers that there has been a failure on the part of the College to maintain those standards.

Applicability

This policy is applicable to all learners. The term ‘learner’ includes a) current students, b) recent former students and graduates who have completed the qualifications within last 6 months. The policy is also applicable to the College, College Welfare Officer, teaching staff, learning support staff and any other staff including admin staff that has a direct or indirect involvement in facilitating the good learning experience for the learners. (QAA Advice and Guidance- Terminology).

It is equally applicable to the senior management to ensure systemic identification of issues and the implementation of remedies. (Guiding principle 1)

Where a student raises a number of issues which do not fall within the scope of just one procedure, the student will be guided about which specific issues fall under which procedure. The issues will either be handled separately or together depending on the nature and merits of the case.

A complaint relating to an employment matter by a student who is also an employee will be dealt with by the HR department. Complaints received from those who are not our students or who are in the process of applying for our courses are also outside the scope of this policy. This policy is also not applicable to the complaints against the role of the representatives of the student union. The College has a separate policy regarding Bullying and Harassment.

Definition of a complaint

A complaint is an expression of dissatisfaction by the student/s about the College’s action or lack of action, about the quality of service provided.

An Appeal is a request for a review of a decision about the outcome / decision of an earlier complaint. An appeal could be about the procedure or about the evidence but not on the basis of disagreement with academic judgement. (QAA Advice and Guidance- Terminology, Guiding principle 3).

Related Policies

Equality and Diversity Policy - Prevent Policy - Data Protection Policy - Health and Safety Policy - Welfare Policy – Bullying & Harassment Policy - Student Engagement – Staff Development.

1. Purpose and scope of the procedure

1.1 This document describes the process for the management of complaints and appeals for students on all HND and DET courses at Mont Rose College of Management and Sciences (the College). The Top-up and Foundation courses are governed by Bucks New University' policy and procedure in this regard. In all cases, the College will abide by the QAA UK Quality Code (Nov. 2018) – Advice and Guidance on Concerns, Complaints and Appeals as well as the OIA's good practice framework. The purpose of the complaints' procedure is to ensure that, as far as possible, complaints are dealt with and resolved informally through discussion between the aggrieved student and staff. Complaints and concerns could be raised by a student or students in writing or orally. (There is a separate procedure for student academic appeals.) Before using the complaints procedure, it is expected that a student will try to resolve the complaint informally with the full support from the College staff. The formal stage of the procedure should only be used when the informal stage has failed to resolve the issue or is not making progress at reasonable speed.

1.2 This procedure will be reviewed annually or earlier in line with developments in best practice/guiding principle/good practice framework/ legal developments etc. to keep it current, fit for purpose and also to keep it aligned with the needs of the learners. Such reviews will consider the students' needs as well as learning from previous cases. The College will share the outcomes of such reviews with the student union but will not disclose the details of individual cases keeping in mind the GDPR 2018. (Guiding principle 1)

1.3 The College will keep effective records including the sufficiently detailed reasons for decisions on any complaints. These decisions (with reasons) are shared with those who made complaint/s with any evidence considered. (Guiding principle 3)

1.4 The learners (as defined above, in applicability) need to raise the issue, whether formally or informally, within two calendar months of the incident taking place. The learners who have left the College / completed their courses can also raise the issue/s provided the same is done within the above time limit i.e. within two calendar months of the incident taking place.

2. Purpose and scope of the procedure

2.1 The procedure is based on the following principles:

- This procedure will be made available to all the learners by making it available on the College website. A printout of the same is also available on demand. (Guiding principle 3)
- The College will seek to ensure that the entire procedure of handling the complaints is transparent, prompt and fair to all the parties concerned.
- Anonymous complaints will not be investigated unless there are compelling reason to do the same, from the College point of view.
- Complaints made on behalf of a student by any 3rd party will not be investigated without the express written consent of the student, to maintain the provision of GDPR, 2018/its further revisions.
- The College will pay due regard to the interests of those against whom the complaint/s are made. If a complaint is judged to be frivolous, vexatious or malicious, the Complainant will be liable to penalties and the College may terminate the consideration of the complaint. Such complaints are defined in para 2.2.3.
- No student bringing a complaint will be treated less favourably, than, if they had not brought the complaint, whatsoever be the outcome of the complaint.
- The complaints must be pursued in a timely manner. The College may refuse to investigate any complaint if the informal stage has not been initiated within two calendar months of the incident which is the subject matter of the complaint.
- All complaints will be considered on their merits and in accordance with the College's ethos, values and the relevant policies.
- The learners can complain about any deficiency in their learning experience because of lack of action / facilities provided by the College. The following are few examples:

- o poor teaching or supervision;
- o misleading information in website contents or in advertising or promotional material;
- o a failing in a College service, academic or non-academic;
- o inadequate facilities;
- o the behaviour of a member of College staff - whether admin staff or teaching staff.

(Guiding principle 3)

- While a concern or a complaint can be made orally or in writing, if it is not possible to solve it informally, it must be made in writing (using the Students Complaint Form in Annexure 1) by the student/s to their respective Programme Managers. Like, HND Marketing students can make the complaint to HND Marketing Programme Manager. Alternately, they may send it on email to the MRC Student Welfare Officer at: studentwelfare@mrcollege.ac.uk.

In the complaints, the students must state clearly the outcome they expect from the resolution of the complaint.

(Guiding principle 3)

- From the formal stage onward, a learner has the right to be accompanied by a family member/colleague/union representative or a friend at every stage of the formal procedure. (Guiding principle 2). The student must inform the name/details of such person to the College as soon as possible. However, a legal representative is not allowed to attend. The person accompanying may advise the student but is not allowed to speak on their behalf. The students may declare in writing, their wish, to be represented by a 3rd party. In such circumstances, the College will liaise with the 3rd party throughout the investigation.
- If there is an issue which is faced by a group of learners, they have the right to make a joint complaint as a group as long as they name someone in the group as representative and allow him/her in writing to represent them. (Guiding principle 3)
- The College will attend to only those complaints which are within its power to redress. For such complaints which are not in the power of the College to redress, the learners will be guided accordingly.
- In all cases, reference to informal resolution procedure is recommended first, before proceeding to the formal procedure. Questions to consider in attempting early resolution of concerns might include (OIA GPF 2/44):
 - o What specifically is the concern about and which area(s) of the provider is/are involved?
 - o What outcome is the student hoping for and can it be achieved?

- o Is the concern straightforward and likely to be resolved with little or no investigation?
 - o Can it be resolved on the spot by providing, where appropriate, an explanation, an alternative solution or an apology?
 - o Can someone else assist in seeking resolution, for example where an informal administrative resolution is required?
 - o Would it be helpful to use confidential mediation or conciliation, and are the student and the provider willing to do so?
 - o What assistance or support can be provided to the student in taking this forward?
- All proceedings, whether informal or formal, should, as far as practical, remain confidential. (OIA GPF 2/40)
 - The College shall review and analyse any cases of formal complaints annually to take guidance from the same for future. The outcomes of such reviews shall be shared with the Student union / Class Representatives without divulging the details of individual cases including details of the learners. A year-on-year comparison shall also be made to observe the trends and to take any action required for future improvement. (Guiding Principle 1)
 - A formal written record of any hearing will be made available to the concerned complainant to keep the communication clear and understandable. (Guiding principle 2). The hearing will be recorded in writing and a copy will be given to the student. Notes need to be taken for every meeting, setting out attendance, a brief outline of the proceedings, and the reasons for the decisions taken. (OIA GPF 2/65)
 - Where it is clear that the informal resolution is not appropriate or possible, and that a complaint will need to proceed immediately to the formal stage, the learner will be directed promptly to the relevant procedure. He or she will be advised to complete the appropriate form to provide full details of the complaint and to provide any relevant documentation [Form can be seen in the Appendix to this document]. The student will be informed of any time limits for submission and where and how to access advice and support, for example the students' union or student representative(s), the Student Welfare Officer, any relevant professional association or the relevant trade union. (OIA GPF 2/47)
 - The timescales set out may be extended with the agreement of the complainant. When the College asks for information, it will set a deadline for the response. The deadline will normally be 14 days but that will be flexible subject to the quantum of information asked for. (OIA G PF 1/40.5)

- On occasions, there may be cases / exceptional circumstances which require the College to take particularly swift action. These may include, but are not limited to (OIA GPF 2/52):

- o complaints involving a threat of serious harm

- o cases where the impact of the issues raised has detrimental consequences for the student's mental health or where the student displays significant distress

- o complaints relating to disability support

- o issues of serious and repeated service failure and/or significant delay

- o issues of a highly sensitive nature.

- o An individual displaying significant distress.

In all such cases, the College senior management as well as the College Welfare Officer will take action to protect the interest as well as the health and well-being of the concerned learner/s. Such action could include but not limited to, arranging immediate support, allowing extra time for submission of assignments, providing pastoral support, involving emergency services etc. If it involves any hearing, the same should be arranged as quickly as possible with the agreement of all parties concerned. (Guiding principle 5)

- Where two or more learners have lodged complaints relating to the same or substantially the same issue, such complaints may be dealt with together in the interests of fair and consistent decision-making.

- The College shall ensure to impart proper training to those staff who are involved in handling the complaints. It will include, but not limited to, nominating the team leaders to the OIA workshops / annual conferences. (Guiding principle 1)

- The Student Welfare Officer should be well trained in equality and diversity to support the students effectively. (Guiding principle 2)

- Current Case studies from OIA will be shared with the concerned staff to keep their knowledge current. (Guiding principle 1)

2.2 Complaints the College can and cannot accept/review

2.2.1 The College can look at “qualifying complaints”, a term which is defined in the Higher Education Act 2004 (Section 12). The complaint must be about an “act or omission of a qualifying institution”, that is, something the higher education provider has done or failed to do. (OIA GPF 1/28)

2.2.2 The College cannot accept/review a complaint concerning a student who has died unless the Complaint Form was received before their death. The Higher

Education Act 2004 (section 12) says that a complaint must be “made by a person...as a student or former student”. That means that the student themselves must make the complaint to us. This is because the College needs to be sure that the student intended to pursue their complaint. If a student’s personal representatives ask the College, it can continue with a review of a student’s complaint after they have died, but only if the College received the student’s Complaint Form during their lifetime. (OIA GPF 1/14.4)

2.2.3 The College may decide not to accept/review a complaint if it believes that it has no serious purpose, or is malicious, vicious, or is intended to cause disruption or annoyance, or if the student is seeking an unrealistic remedy (OIA GPF 1/34). The following are examples of the type of complaint which we may decide not to accept/review under this Rule (OIA GPF 1/34):

2.2.3.1.1 We have considered the same complaint previously, and we have decided not to reopen our review.

2.2.3.1.2 The complaint is about something which a fair-minded person would consider to be trivial.

2.2.3.1.3 The student is pursuing the complaint in a way that is having a negative effect on our staff or our work.

2.2.3.1.4 The complaint is designed to cause disruption or annoyance.

2.2.3.1.5 The student is asking for a remedy which lacks any serious purpose or value.

2.2.3.1.6 The complaint raised is frivolous or vexatious or unreasonable in nature (Guiding principle 4)

The appeals process is divided into three stages, informal, formal and right of appeal. Appeal submissions should be as clear and concise as possible, concentrating on the grounds for the appeal and linked to the evidence. It is the right of a student to withdraw from the appeal process at any time. However, no student will be put at any disadvantage of any kind just on the grounds of bringing an appeal. Harassment.

3. Informal resolution

- This stage is aimed to resolve straightforward cases swiftly at the departmental level. The College expects to resolve majority of the complaints at this stage.
- The matter should be taken up by the student with the concerned teacher/staff member, the Manager of the concerned departments or the Programme Manager who will make an effort to resolve it to the satisfaction of the student.

- Such concerns should be resolved in a friendly and informal manner by face to face discussions, zoom meetings, emails, etc. The student is not expected to be accompanied by anyone at this stage.
- The informal stage is expected to be completed within one calendar month.
- The College will make an attempt to handle such matters promptly and will keep the student informed of the progress.
- In case the issues are more serious and cannot be addressed at this stage, the student should be directed to the formal stage guiding about the timescale and the form to be filled.
- If need be, student should be assisted in filling in the form.

4. Formal resolution

4.1 If the complaint has not been resolved at the informal stage and the student wishes to proceed to the formal stage, the student may do so (using the Students Complaint Form in Appendix 1) and the complaint will be heard by a hearing panel or in a relevant committee meeting (e.g. Academic and Quality Assurance Board). The student must set out in writing the nature of their complaint and the reasons why they are dissatisfied with the outcome of the informal stage. The student should explain how they think it should be settled. This must be submitted to the respective Programme Managers immediately after the informal stage is exhausted. Complaints raised against the Programme Managers should be submitted to the Dean of Studies. Those against the Dean of Studies should be addressed to the Governing Body. In all cases a copy of the complaint should be sent to the Principal. Guiding Principle 3 (OIA GPF 2/60)

4.2 It is essential to be clear about exactly what is being investigated to ensure that both the staff member and student understand the purpose and scope of the investigation. The staff member should consider meeting with the student to facilitate this. If the student's expectations appear to go beyond what the provider can reasonably deliver or what is in its power to deliver, the staff member should explain this to the student as soon as possible in writing in order to manage expectations about possible outcomes. Guiding Principle 3, (OIA GPF 2/55)

4.3 Should the complaint relate to a process or decision; the Principal will appoint another person as investigating officer who will be asked to provide a full written report together with any relevant documents. The investigation should be conducted as quickly as possible while allowing for all relevant information and evidence to be

gathered. A timescale for this will be agreed between the student and the Principal but will be kept limited to maximum 30 days from the date of complaint. (OIA GPF 2/61)

4.4 Should the complaint be against a named individual or individuals; the Principal will give them a copy of the complaint at the earliest opportunity. The individual will present their response at the hearing and it would not normally be necessary to conduct an investigation. Complaints about named individuals will not be dealt with in routine committee meetings of the college. (OIA GPF 2/57)

4.5 The Programme Manager will either appoint him/herself as Case Officer (only if s/he is not connected to the case) or will appoint a Case Officer who will decide the most appropriate way of dealing with the complaint. Meeting will be arranged with the complainant to get a deeper understanding of the matter. If the complaint is about a specific member of faculty/staff, s/he can also be invited to such meetings to clear any misunderstandings. The Programme Manager/Case Officer will make an attempt to redress the grievance at this stage, in case no further investigations are needed. As these are formal meetings, the student has the liberty to be accompanied by one person who can be family/friend/ union representative but not a legal representative. The minutes of all such meetings shall be taken either by the Case Officer and shall be shared with the student once the meeting is over. If the Case Officer is able to resolve the issue at such meetings, the resolution will be put in writing and will be shared with the student maybe over the email. The student will have one calendar month from the date such resolution is received to change her/his mind. In such cases, the matter will progress to the Review Stage.

The Case Officer may need to conduct further investigations before arriving at the resolution. If it is revealed during such investigations that the complaint is without any substance, the Case Officer will dismiss the case and will inform the complainant accordingly.

If complaint has substance and is upheld in whole or in part, the student will be informed of the remedy and timescale. The student will also be informed if the remedy also includes an apology from the College.

If the student is not satisfied with the remedy, they will be informed of their right to request a review and the time limit to do so.

If the student does not take the complaint to the review stage within the time limit for doing so, the College will close the matter and will notify the student in writing. It will issue a "Completion of Procedures letter" at this stage if the student asks the College

to do so, but the letter should explain that the student has not completed the provider's internal processes. (OIA GPF 2/68)

The Formal stage will normally be completed within one month. However, if the time limit needs to be extended because of the complexity of the case, the Case Officer will take permission for the same from the Academic Director and will inform the student.

5. Right of appeal

5.1 Should the complainant wish to appeal against the decision at the Formal stage, they must do so, in writing, to the Principal within one month of being informed of the decision. The form titled Students Complaint Form – Formal Appeal (Appendix 2) should be completed for this purpose. (OIA GPF 2/39)

5.2 A request for an appeal must specify the grounds of the appeal, preferably under one or more of the following headings:

- Procedure irregularity at the formal stage in the conduct of the complaint procedure;
- The reasons for the rejection of the complaint have not been communicated clearly;
- New evidence which was not available earlier;
- The new evidence shows that earlier outcome (which was reached in absence of this evidence) was unreasonable;
- The decision reached was of such nature that it was one which no reasonable person could have reached on the available evidence.

The review stage will not normally consider issues afresh or involve further investigations. A complaint must have been considered at the Formal Stage before it can be escalated to the Review Stage.

5.4 The Principal may dismiss an appeal within 5 working days of receiving the same if he considers that it does not fall within the scope outlined in the para above. In such cases a Completion of Procedure Letter will be issued.

If the Appeal is well founded, he will forward the case for review to the Academic Director provided she has no previous involvement with the case. Otherwise a senior member of the staff will be appointed as Review Officer to carry out such review. The student will be informed of such appointment.

Review Officer will review the information provided by both the student and the Case Officer from the Formal Stage and if they consider that there is a case for Review, will conduct the necessary further investigation. If needed and where it is proportionate,

the Review Officer may overturn a decision at the formal stage or suggest alternate remedies.

In complex cases, the Review Officer may consider to convene a Review Panel constituted of 2 senior staff members not associated with the case with Review Officer being the chairperson of the panel. The Review Panel will invite the student to present a brief synopsis of the case with any further evidence/witness statements, if necessary. The department involved in the complaint may be represented by up to 2 members. If the matter relates to an individual staff member, that individual will be informed of the substance of the complaint and their right to attend such meetings.

Both parties will have the access to the subject matter of the complaint, pieces of evidence, witness statements and the outcome of the Formal stage.

The order of proceedings shall normally be as follows:

- i. Introductions
- ii. Purpose of the review meeting
- iii. Reference to information provided by the complainant and the concerned department
- iv. Reference to the synopsis summarising the main points of the case provided by the complainant and the concerned department
- v. Brief presentations by the complainant and the concerned department of not more than 15 minutes
- vi. Questions and counter questions by the complainant and the concerned department
- vii. Summing up of cases by the complainant and the concerned department.

No new evidence is acceptable at this stage. Such panel meetings will go ahead even if the student is absent provided a proper notice of the meeting was given.

The Panel will deliberate in private to reach a decision. If it finds that the appeal is unfounded or if the same has been handled well at the Formal stage, it will reject the appeal. If the appeal is upheld, it will make the recommendations which it deems fit. The brief conclusion and verdict shall be communicated to the student and to the concerned department within 2 working days. A short report will also be written by the review officer which will provide a brief summary of the case, evidences presented, decision reached by the panel with any recommendations and will be forwarded to the Principal for the purpose of any policy decisions in the future. This report shall also be forwarded to the student.

The concerned department shall ensure that the recommended decision is implemented.

The Review Stage should normally be completed within 21 working days but in rare cases where Review Panel is formed, it may take longer. The student should be kept aware of the delays, if any.

The Student will be issued a Completion of Procedure Letter within 28 days of the completion of review stage. If the student remains dissatisfied, they will be directed to pursue the matter through the procedures of the Office of the Independent Adjudicator (OIA). (OIA GPF 2/77)

The complaint should be received by the Office of the Independent adjudicator (OIA) (www.oiahe.org.uk) within twelve months of the date of the “Completion of Procedures Letter” (OIA GPF 2/78. OIA’s postal address is as under:

OIA

Second Floor

Abbey Gate

55-75 Kings Road

Reading

RG1 3AB

6. Right of appeal

The College will make sure to keep the record properly in case of student complaints. The following is the list of important documents in chronological order: (the same is not exhaustive as the documents differ on case to case basis)

- Student’s original complaint, duly dated with any evidence to support the complaint;
- The date the complaint is received – informal stage;
- The outcome sought / expected;
- Management’s version at informal stage;
- Outcome of informal stage with date;
- Date appeal received at formal stage, if any;
- Grounds of appeal – formal stage;
- Response to grounds of appeal- formal stage;
- Case statement, which should include, as appropriate;
- An introduction explaining the reasons for appealing;
- Summary of case;

- Record of hearings, if any.
- Outcome of appeal, with date;
- Date “Completion of Procedures letter” issued, if any;
- Date review requested, if any;
- Outcome of Review;
- Date of “Completion of Procedures letter” after Review;
- Outcome at OIA level.

If documents are prepared and presented in this way it should be possible for the secondary appeal hearing only to hear any specific comments or particular aspects of the case, rather than a repetition of the original hearing.

The policy is reviewed and approved by Academic/Quality Assurance Board annually / earlier for enhancement purpose. Guiding principle 2

The Concerned Departmental Heads will prepare a report annually to the Academic Director on the about the number and nature of the complaints which have been considered under the formal procedures and the numbers which have been upheld. The report will also include anonymised information on the gender and ethnicity of complainants and the number of complaints which have been upheld or dismissed in each group.

Bibliography

- (1) OIA Scheme Rules, Guidance notes - April 2018
<http://www.oiahe.org.uk/media/122161/guidance-note-rules-april-2018.pdf>
- (2) OIA good practice framework: handling student complaints and academic appeals. <https://www.oiahe.org.uk/media/96361/oia-good-practice-framework.pdf>
- (3) UK Quality Code for higher education Advice and Guidance, Concerns, Complaints and Appeals. <https://www.qaa.ac.uk/quality-code/advice-and-guidance/concerns-complaints-and-appeals>

Appendix: 1

For MRC Use Only	
Date Received	
Processed By	
Review Outcome	

Request for Formal Investigation

Guidance

If you are a student of Mont Rose College and you wish to make a Formal complaint to the College, please make sure that you have attempted to resolve the issue informally with the concerned staff member/teacher or Programme Manager and you were either dissatisfied with the outcome or were guided to go directly to the Formal Stage because of the complexities of case.

Once you have been referred to the Formal Stage, you will have 21 days to submit your complaint (by filling in the form given below) as a formal complaint to the College.

You should submit it either to the Programme Manager of your Programme or to the Welfare Officer at studentwelfare@mrcollege.ac.uk. Independent help and advice about completing this form can be obtained from the MRC Students' Union.

Student Complaint Form – Formal Complaint Form

Independent help and advice about completing this form can be obtained from the MRC Students' Union.

Complete in block capitals or type.

Name:	Student ID:
Email id:	Contact Telephone number:
Programme:	Level:
Year of Study:	
Address for correspondence in connection with the complaint:	
Postcode:	
The date of decision/refer under the informal stage:	
Outline of complaint, including dates of actions (please use additional sheets if necessary)	
Details of evidences enclosed:	
Details of witnesses (if any)	
<p>Please explain here what steps you have taken, together with dates, to resolve your complaint informally:</p>	

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Please explain why you are dissatisfied with the response you have received at informal stage:

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The Student Complaints Policy and Procedure is available at the College website.

Details of complaint – to be completed by student

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Academics Director and/or Principal.

Please indicate, without prejudice, what outcome or further action you are expecting

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Declaration

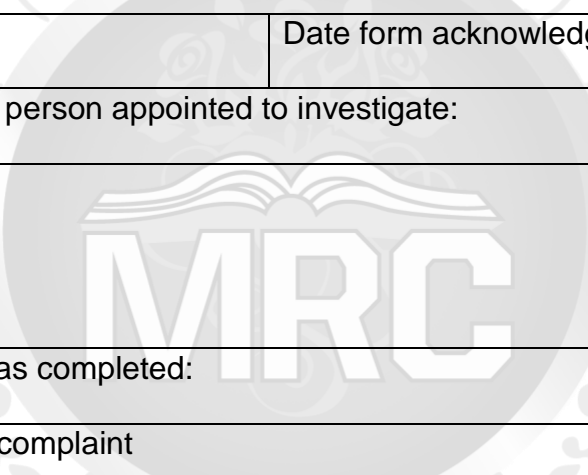
I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary. I also authorise the College to share the details of my case including my details and that of the witnesses, if any, with any staff in the College or the concerned outside authorities.

Signed:

Date:

Following section of form to be completed by relevant staff

To be completed by Team Leader:

Date form received:		Date form acknowledged:			
Details (and date) of person appointed to investigate:					
					
Date investigation was completed:					
College decision on complaint					
Upheld		Partially Upheld		Not Upheld	
Please include further details if relevant:					
Date of letter to complainant advising outcome: (NB if complaint is not upheld, letter should inform complainant of further stage of Complaints Procedure and grounds for taking the matter further)					

Once the complainant has been advised of the outcome of the investigation, a copy of this section of the form and a copy of the letter advising the complainant of the outcome of the complaint should be sent to the Academic/Quality Assurance Board.

Appendix: 1

For MRC Use Only	
Date Received	
Processed By	
Review Outcome	

Student complaint form – formal appeal on a decision taken

This form is to be completed for all complaints to be dealt with under Appeal stage of the Student Complaints Procedure and should be sent to the Principal within one month of the decision at the Formal stage.

Alternately, it may be emailed (within the above time limit) to MRC Student Welfare officer at:

Email: studentwelfare@mrcollege.ac.uk

Please note that the students will request the review only on the following grounds:

- Procedural irregularity
- Clear reasons of the rejection of the complaint at the Formal stage
- Availability of new evidence which was not available earlier and which will have substantial impact on the outcome of the case
- The decision reached was of such nature that no reasonable person could have reached such decision in the given circumstances.

The Principal will take a decision within 5 days about the rejection/acceptance of review request. In case the review is rejected, a CoP will be issued. In case the review is accepted, the Principal will forward the case to the Academic Director who will be in touch with you.

Independent help and advice about completing this form can be obtained from the MRC Students' Union.

The Student Complaints Procedure is available at the College website.

Details of complaint – to be completed by student

Name	Student ID
Programme:	Level:
Year of Study:	
Address for correspondence in connection with the complaint	
<p>.....</p> <p>.....</p> <p>.....Postcode.....</p> <p>.....</p>	
Email.....	Telephone
Number.....	

Please complete one or more grounds of the review in the space below:

Ground A

Please explain why you believe that there was a 'procedural irregularity' in how your complaint has been considered at a previous stage of the process and how you believe this has affected the outcome.

Ground B

Please list the evidence you intend to use, explain why this was not available at an earlier stage of the complaints procedure and its relevance to your complaint (attach any relevant information).

Ground C

Please explain why you believe the outcome reached at an earlier stage was 'manifestly unreasonable' and the evidence you wish to use to support this (attach any relevant information).

Ground D

Please explain why you think that the decision is not reasonable.

Please indicate, without prejudice, what outcome or further action you are expecting:

Details of new evidence:

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary. I also authorise the College to share the details of my case including my details and that of the witnesses, if any, with any staff in the College or the concerned outside authorities.

Signed:

Date:

