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| Complaint review form |  |

This form should only be used where you have already had your complaint investigated under the formal procedure, but you remain dissatisfied with the outcome. You must submit this review complaint within **ten working days** of the receipt of the outcome of the complaint investigation.

Please read the York St John University [complaints procedure](https://www.yorksj.ac.uk/students/concerns-and-complaints/concerns-about-university-experience/) in full for guidance.

# Personal details

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| **Student name:** |  |
| **Student number:** |  |
| **School:** |  |
| **Full programme title:** |  |
| **Programme type** | Choose an item. |
| **Student status:** | Choose an item. |
| **Level of programme ( 3 / 4 / 5 / 6 / 7 / 8):** |  |
| **Date of graduation or withdrawal, if applicable:** | Click here to enter a date. |
| **Email address (used for correspondence):** |  |
| **Telephone:** |  |

# Details of the complaint

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| Please outline below what the **outcome of** the formal investigation was: |
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| Date outcome was received: | Click here to enter a date. |

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| Please explain why you believe that:   1. The University made a material error in following its complaint procedures, or 2. The outcome was unreasonable in light of the evidence available, or 3. Material new evidence is available which you could not, for a valid reason, provide earlier in the process. |
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| Please outline below the **outcome you are now seeking:** |
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| Have you attached any supplementary documents about your complaints? | Choose an item. |
| Documents attached: |  |

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| I certify that the information I have given in this appeal is correct to the best of my knowledge and I give my consent for the information to be disclosed to those parties involved in the investigation and judgement of the complaint, to be disclosed as necessary to progress the complaint or process the outcome, or as required by law. | |
| **Signed:** |  |
| **Dated:** | Click here to enter a date. |

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| **Please submit this complaint using one of the following methods:** | |
| **By email:** | * Send as an attachment to [casework@yorksj.ac.uk](mailto:casework@yorksj.ac.uk) * Supporting documentary evidence may be attached or sent under separate cover |
| **By post or in person:** | * Send your completed form and any additional documentation in a sealed envelope marked ‘Complaint’ to:   Student Casework  University Secretary’s Office  York St John University  Lord Mayor’s Walk  York  YO31 7EX |