

**FORMAL COMPLAINT UNDER THE PROVISIONS OF THE BULLYING AND  
HARASSMENT (UPR EQ10, Apx VI)  
REQUEST FOR A REVIEW BY THE SECRETARY AND REGISTRAR**

**NOTES FOR GUIDANCE AND REVIEW REQUEST FORM (July 2025)**

- The University has a two-stage process, Informal and Formal, to deal with complaints that may arise. The complete policy is detailed in version 05.0, UPR EQ10, 'Bullying and Harassment. Dignity and Respect: Dealing with Bullying and/or Harassment'), but these notes provide a summary. This document is published on-line at the following location and you are advised to read in full:  
  
[UPR EQ10 Bullying and Harassment – Dignity and Respect: Dealing with Bullying and/or Harassment](#)
- If you are reading these Notes for Guidance you will have previously made a Formal Complaint and have had a response to that complaint. If you are dissatisfied with that response you may make a request for a review by the Secretary and Registrar provided this is done in accordance with version 05.0, UPR EQ10, section 9 – 'Student Formal Complaints – Requests for Review' on the following grounds ('the Complainant'):
  - i **where the Complainant believes there have been procedural irregularities in the administration of the process;**
  - ii **where the Complainant believes that there has been bias on the part of the Recipient of the Investigators.**
- In accordance with version 05.0, UPR EQ10, section 9, 'Student Formal Complaints – Requests for Review', if you wish to request a review by the Secretary and Registrar you must do so by completing this form, 'Formal Complaint – Request for a review by the Secretary and Registrar (UPR EQ10)', and submitting it to the Secretary and Registrar via [studentprocedures@herts.ac.uk](mailto:studentprocedures@herts.ac.uk) within ten (**10**) working days of the date of the Letter of Decision from the relevant Dean of School or Head of the Strategic Business Unit. Please note this is not the date on which the letter was received by you.
- To ensure that when submitting review requests, all necessary information is provided so that the University is able to deal with the matter efficiently, you are expected to use this form. With regard to the requirement to submit requests using the appropriate form, the University will make reasonable adjustments for disabled complainants.
- On receipt of your request, the Secretary and Registrar will review the circumstances of the case. The Secretary and Registrar may decide that the case can be resolved on the basis of the documentation provided and/or may call a Review Hearing which he or she may invite both the Complainant and Respondent to attend. If there is to be a further meeting/hearing you will be sent full details at this point.
- The Secretary and Registrar will, either with or without having convened a Review Hearing, decide whether to uphold, partially uphold or dismiss the review. If the Formal Complaint is upheld, the Secretary and Registrar will decide what actions will be taken to resolve the matter. **In all cases the decision of the Secretary and Registrar will be regarded as final.** The decision of the Secretary and Registrar will be notified to you in writing.
- It is expected that during the course of any complaints all parties will act courteously, fairly and reasonably towards each other and to comply with the requirements of the procedures by completing complaints' documentation, adhering to any deadlines, responding appropriately to any requests for information or attendance at meetings/hearings and undertaking any reasonable action require to reach a satisfactory remedy. Remember that mediation is available by agreement between both/all parties.



- All complainants will be treated equally and will not be treated adversely as a result of their having made a complaint.

**FORMAL COMPLAINT – REQUEST FOR A REVIEW BY  
THE SECRETARY AND REGISTRAR (UPR EQ10)**

**REVIEW REQUEST FORM**

- You are **STRONGLY ADVISED** to read the attached Notes for Guidance before requesting a review.
- You are also **ADVISED** to read the full regulation ([UPR EQ10](#)) before submitting this form.

**Personal Details (please print):**

Name:

Correspondence Address:

Contact Number:

E-mail Address:

Date of Formal Complaint:

Outcome of Formal Complaint:

**Grounds for your Request for a Review:**

**There are two grounds on which to request a review by the Secretary and Registrar. Please confirm below which (or both) of the grounds is the basis of your request:**

- i) where the Complainant believes there have been procedural irregularities in the administration of the process;**
- ii) where the Complainant believes that there has been bias on the part of the Recipient of the Investigators.**

Please give details of the ground(s) for requesting a review and the desired outcome. Where you refer to supporting evidence, please number those documents. You may continue on a separate sheet if necessary.

Please list and number any documents that you are providing as supporting evidence.

These documents must include your EQ10 Formal Complaint - Letter of Decision.

Signature .....

Date .....

**Please submit the completed form to:**

**E-mail:** [studentprocedures@herts.ac.uk](mailto:studentprocedures@herts.ac.uk)

For Office use only

Date request for a review received:

Secretary and Registrar decision:

Date of Secretary and Registrar decision: