**FORMAL STUDENT COMPLAINT UNDER THE PROVISIONS OF THE STUDENT AND APPLICANT COMPLAINTS PROCEDURE (UPR SA16) – REQUEST FOR A REVIEW BY THE VICE-CHANCELLOR**

**NOTES FOR GUIDANCE AND REVIEW REQUEST FORM – STUDENTS**

* The University of Hertfordshire aims to ensure that its students have a good educational and social experience but, as with any large and complex organisation, it is always possible that unsatisfactory circumstances occur. If that should happen, the University has a two-stage process, Informal (Preliminary) and Formal, to deal with complaints that may arise. Complainants must complete each stage before they can progress to the next. The complete policy is detailed in version 02.0, UPR SA16, ‘Student and Applicant Complaints’, but these notes provide a summary. This document is published on-line at the following location and you are advised to read in full:

[SA16-Student and Applicant Complaints](https://www.herts.ac.uk/__data/assets/pdf_file/0010/233101/SA16-Student-and-Applicant-Complaints-v01.0.pdf)

* 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 Vice-Chancellor provided this is done in accordance with version 01.0, section 6.2.6, UPR SA16 ‘Complaints procedure – review by the Vice-Chancellor’ on the following grounds (‘the Complainant’):

**(a) wishes information not already brought forward at earlier Stages or new information which may be relevant to the case, to be considered;**

**(b) believes that there has been procedural irregularity or bias.**

* Students are advised that before lodging a request for a review by the Vice-Chancellor, you may obtain assistance and advice from Hertfordshire Students’ Union.
* In accordance with version 01.0, section 6.3.6, UPR SA16, ‘Review by the Vice-Chancellor – making a request’, if you wish to request a review by the Vice-Chancellor, you must do so by completing this form, ‘Formal Student Complaint – Request for a review by the Vice-Chancellor (UPR SA16)’, and submitting it to the Student Procedures Co-ordinator within (**10**)working daysof the date of the Letter of Decision from the Dean of School or Head of Strategic Business Unit (or nominee). Please note this is not the date on which the letter was received by you.
* **Complaints not submitted using the required form will not be considered.** With regard to the requirement to submit requests using the appropriate form, the University will make reasonable adjustments for disabled students.
* On receipt of your request, the Vice-Chancellor (or nominee) will review the circumstances of the case. The Vice-Chancellor (or nominee) may decide that the case can be resolved on the basis of the documentation provided and/or may call a further meeting/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 Vice-Chancellor (or nominee) will, either with or without having convened a further meeting/hearing, decide whether to uphold or dismiss the review. If the Complaint is upheld, the Vice-Chancellor (or nominee) will decide what action(s) will be taken to resolve the matter. **In all cases** **the decision of the Vice-Chancellor (or nominee) will be regarded as final**. The decision of the Vice-Chancellor will be notified to you in writing and in that letter you will be advised of your rights of further representation to external bodies such as the Office of the Independent Adjudicator (OIA).

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* 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, regardless of their status or seniority, and will not be treated adversely as a result of their having made a complaint.

March 2019

**FORMAL STUDENT COMPLAINT – REQUEST FOR A REVIEW BY**

**THE VICE-CHANCELLOR (UPR SA16)**

**REVIEW REQUEST FORM – STUDENTS**

* Students are STRONGLY ADVISED to read the attached Notes for Guidance before requesting a review.
* Students are also ADVISED to read the full regulation [SA16-Student and Applicant Complaints](https://www.herts.ac.uk/__data/assets/pdf_file/0010/233101/SA16-Student-and-Applicant-Complaints-v01.0.pdf) before submitting this form.
* Support and guidance can be sought from Hertfordshire Students’ Union.

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| **Personal Details (please print):**  Student Name:  Student Number:  Correspondence Address:  Contact Number:  E-mail Address:  Programme of Study:  Date of Formal Complaint:  Outcome of Formal Complaint: |

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| **Grounds for your Request for a Review:**  **There are two grounds on which to request a review by the Vice-Chancellor. Please tick below which**  **(or both) of the grounds is the basis of your request:**  **(a) ☐ wishes information not already brought forward at earlier Stages or new information which may be relevant to the case, to be considered;**  **(b) ☐ believes that there has been procedural irregularity or bias.** |
| **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.** |

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| **Please list and number any documents that you are providing as supporting evidence. These documents must include your original request to the Dean of School/Head of Strategic Business Unit and the response to that request.** |

Signature ………………………………………………………

Date ………………………………………………………

**Please submit the completed form to:**

**Student Procedures Co-ordinator**

**University of Hertfordshire**

**Dean of Students**

**Room B440**

**College Lane**

**Hatfield**

**Hertfordshire**

**AL10 9AB**

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

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| For Office use only  Date request for a review received:  Vice-Chancellor (or nominee) decision:  Date of Vice-Chancellor (or nominee) decision: |