**FORMAL COMPLAINT UNDER THE PROVISIONS OF THE COMPLAINTS POLICY (NON-STAFF, NON-STUDENT) (UPR GV15) – REQUEST FOR A REVIEW BY THE SECRETARY AND REGISTRAR**

**NOTES FOR GUIDANCE AND REVIEW REQUEST FORM (MARCH 2021)**

* The University has a two-stage process, Informal (Preliminary) and Formal, to deal with complaints that may arise. The complete policy is detailed in version 02.0, UPR GV15, ‘Complaints Policy (non-staff, non-student’), but these notes provide a summary. This document is published on-line at the following location and you are advised to read in full:

[GV15-Complaints Policy (non-staff, non-student)](https://www.herts.ac.uk/about-us/governance/university-policies-and-regulations-uprs/uprs/governance)

* 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 02.0, UPR GV15, section 6.2.6 - review by the Secretary and Registrar’ on the following grounds (‘the Complainant’):

1. **wishes information not already brought forward at earlier Stages or new information which may be relevant to the case, to be considered;**
2. **believes that there has been procedural irregularity or bias.**

* In accordance with version 02.0, UPR GV15, section 6.3.6, ‘Review by the Secretary and Registrar – making a request’, 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 GV15)’, and submitting it to the Secreatry and Registrar within ten (**10**) working daysof the date of the Letter of Decision from the relevant Dean of School or Head of the Strategic Business Unit. Please note this is notthe 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 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 GV15)**

**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 GV15](https://www.herts.ac.uk/about-us/governance/university-policies-and-regulations-uprs/uprs/governance)) before submitting this form.

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| **Personal Details (please print):**  Name:  Correspondence Address:  Contact Number:  E-mail Address:  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 Secretary and Registrar. 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.** | |
| **Please list and number any documents that you are providing as supporting evidence. These documents must include your original request to the relevant Dean of School or Head of Strategic Business Unit and the response to that request.** |

Signature ………………………………………………………

Date ………………………………………………………

**Please submit the completed form to:**

**Secretary and Registrar**

**University of Hertfordshire**

**College Lane**

**Hatfield**

**Hertfordshire**

**AL10 9AB**

**E-mail:** [**s.harrison-barker@herts.ac.uk**](mailto:s.harrison-barker@herts.ac.uk)

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| For Office use only  Date request for a review received:  Secretary and Registrar decision:  Date of Secretary and Registrar decision: |