

## APPENDIX FOUR

Forms for use by students wishing to:

- (i) submit a complaint, or
- (ii) request a review of the outcome of a complaint.

Individual forms are available for download at <https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework>



## UCL STUDENT COMPLAINTS PROCEDURE APPLICATION FORM

Please ensure you have read the Student Complaints Procedure before completing this form. It can be found at <https://www.ucl.ac.uk/academic-manual/chapter-6-student-casework-framework>

A decision to proceed with a formal complaint will be made solely on the information you set out. It is therefore imperative that your submission is written in as clear and succinct a manner as possible, focusing on the key issues. You should substantiate your complaint by referring to specific events and providing documentary evidence where possible.

### 1. Your Details

Student Number	
Family Name	
First Name	
Department/Faculty	
Programme of Study	
Email address	
Address for written correspondence	
Phone number	

## 2. Complaint Type

Please indicate whether you are submitting an academic or a non-academic complaint. Details of what falls within each category can be found in the Procedure at paragraph 5.2.

Academic Complaint

Non-academic Complaint

## 3. The Grounds of Your Complaint

**For academic complaints only:** please indicate to the grounds on which you are submitting your complaint (see section 5 of the Procedure). You can select more than one. You do not need to complete this section for non-academic complaints.

5.3.1	Alleged deficiency in teaching/supervision received for some or all parts of the programme	
Alleged unsatisfactory delivery/administration of a programme of study, insofar as:		
5.3.2 (a)	Published information about the programme was substantively misleading	
5.3.2 (b)	The programme was not organised or delivered in accordance with the information and documentation provided to students on the programme	
The result of examinations (including alleged bias in the assessment or a decision not to permit transfer (i.e. upgrade) from MPhil to PhD, insofar as:		
5.3.3 (a)	Either the examination and/or classification process was not conducted in accordance with the relevant regulations/procedures	
5.3.3 (b)	There has been an arithmetical or transcription error in the compilation of the marks and/or the result	
5.3.3 (c)	The examiners could not reasonably have been made formally aware of special circumstances (e.g. illness) notified by the candidate which significantly affected her/his performance in the examination	
5.3.3 (d)	There is substantive evidence that one or more of the examiners can be shown to have been biased or prejudiced against the candidate in one or more specific examinations	
A decision not to readmit a student to UCL or to allow a student to continue on a programme of study on the grounds of unsatisfactory academic performance, insofar as:		
5.3.4 (a) i	The examination has not been conducted in accordance with the relevant regulations/procedures	
5.3.4 (a) ii	There has been an arithmetical or transcription error in the compilation of the marks and/or the result	
5.3.4 (a) iii	The examiners could not reasonably have been made formally aware of special circumstances (e.g. illness) notified by the candidate, which significantly affected her/his performance in the examination	
5.3.4 (a) iv	There is substantive evidence that one or more of the examiners can be shown to have been biased or prejudiced against the candidate in one or more specific examinations	
5.3.4 (b)	There is evidence that performance for part or all of the programme was significantly affected by special circumstances (such as illness), which has not already been considered through the Extenuating Circumstances Policy or through support given under a Summary of Reasonable Adjustments	

#### **4. Informal Resolution**

As stated in the Student Complaints Procedure a student are encouraged to attempt to resolve the matter informally before submitting a formal complaint. Please include details of the steps you have taken to do this, who you have spoken with and why you feel the outcome has been unsatisfactory.

#### **5. UCL Student Mediator**

Have you made contact with the UCL Student Mediator? Yes  No

#### **6. Your Complaint**

Please outline the nature of your complaint.

## 7. The Outcome

If your complaint is upheld, what action would you like to be taken?

## 8. Supporting Documentation

Please include copies of any relevant supporting documentation with your complaint, as additional material cannot be considered later. You do not need to include a copy of UCL Regulations to which you may refer in your complaint (ie sections of UCL's Academic Manual) but you should submit any relevant departmental material to which the Casework Team may not necessarily have access. If the matter complained about is complex and occurred over an extended period please supply a chronology listing the incidents and/or communications relevant to the complaint. If the Casework Team is unable to establish a clear chronology we may put your complaint on hold and ask you to provide clarification.

## 9. Declaration

I would like UCL to consider my complaint and declare that the facts stated in this application are true. I understand that:

- You will need to handle personal details about me which may include sensitive information (for example, relating to my health) in order to deal with my complaint effectively.
- You may need to exchange information about my complaint with other persons within UCL and external organisations such as the Office of the Independent Adjudicator (OIA).
- UCL is the data processor and will process my personal data in accordance with the General Data Protection Regulation (GDPR).
- If UCL wishes to transfer personal data to a data processor not listed on the form, UCL will need to seek separate consent for this.
- External transfer of personal data will be undertaken through approved security arrangements and/or sent only to the intended addressee.
- I understand that UCL may retain data relating to my complaint for a specified term in accordance with UCL's Retention Schedule.

SIGNATURE/NAME ..... DATE .....

**10. The Process**

Please send your completed form along with supporting documentation via AskUCL or to [casework@ucl.ac.uk](mailto:casework@ucl.ac.uk). If you would like to submit a paper form please return it to: Student Casework Team, 9th Floor, 1-19 Torrington Place, London WC1E 7HB.

Please keep a copy of your completed form and any documents you send. It may not be possible to return the original documents.

Where possible all correspondence will be via email. Please ensure you keep us updated on any changes to your contact details.

Your complaint will be acknowledged on receipt by email and then assessed to ensure it fits within the scope of the Student Complaints Procedure. You will be advised on this and what happens next within ten days of the Casework Team receiving your form.

If you have any queries please contact the Casework Team on 0203 108 6918



## UCL STUDENT COMPLAINTS PROCEDURE: STAGE TWO REVIEW FORM

Please ensure you have read the Student Complaints Procedure before completing this form. It can be found at <https://www.ucl.ac.uk/academic-manual/chapter-6-student-casework-framework>

A decision to review your complaint will be made on the basis of the information supplied by you. It is therefore important that your submission is written in as clear and succinct a manner as possible.

### 11. Your Details

Student Number	
Family Name	
First Name	
Email address	
Address for written correspondence	
Phone number	

### 12. The Grounds of Your Review

Please indicate which of the grounds on which you are seeking a review of your complaint outcome. The available grounds are set out at paragraph 7.4 of the procedure. You may select more than one.

7.4 (i)	<b>Procedural irregularity</b> in the way in which the decision was reached	
7.4 (ii)	<b>New evidence</b> that was not available during consideration of the complaint and where it would have been impossible for that evidence to have been made available at the time	
7.4 (iii)	The decision was <b>not reasonable</b> given the circumstances of the case	

### 13. Your Review

Please state the reasons for your dissatisfaction with the outcome of your complaint. It is not necessary to restate your original complaint.

### 14. Declaration

I would like UCL to consider my review and declare that the facts stated in this application are true. I understand that:

- You will need to handle personal details about me which may include sensitive information (for example, relating to my health) in order to deal with my complaint effectively.
- You may need to exchange information about my complaint with other persons within UCL and external organisations such as the Office of the Independent Adjudicator (OIA).
- UCL is the data processor and will process my personal data in accordance with the General Data Protection Regulation (GDPR).
- If UCL wishes to transfer personal data to a data processor not listed on the form, UCL will need to seek separate consent for this.
- External transfer of personal data will be undertaken through approved security arrangements and/or sent only to the intended addressee.
- I understand that UCL may retain data relating to my complaint for a specified term in accordance with UCL's Retention Schedule.

SIGNATURE/NAME ..... DATE .....

## 15. The Process

Please send your completed form along with any supporting documentation to [casework@ucl.ac.uk](mailto:casework@ucl.ac.uk). If you would like to submit a paper form please return it to: Student Casework Team, 9th Floor, 1-19 Torrington Place, London WC1E 7HB.

Please keep a copy of your completed form and any documents you send. It may not be possible to return the original documents.

Where possible all correspondence will be via email. Please ensure you keep us updated on any changes to your contact details.

Your review will be acknowledged on receipt by email and then assessed to determine whether there are grounds for further consideration by a Complaints Review Panel. You will be advised on this and what happens next.

If you have any queries please contact the Casework Team on 0203 108 6918.