



## **COMPLAINTS AND APPEALS FORMS**

<b>FORMAL COMPLAINT FORM</b>			
<b>Student Name:</b>		<b>Student Number:</b>	
<b>Preferred email contact details:</b> If this is a complaint made by a group of students, please give the email details of <u>one</u> nominated point of contact.			
<b>Do you have a disability or specific learning difficult</b> you would like us to be aware of when considering your appeal?		Yes/No (circle). If yes, please give details of adjustments that will assist you.	
<b>Course:</b>		<b>Level:</b>	
<b>Complaint relates to:</b>	<input type="checkbox"/> Admissions <input type="checkbox"/> Course of study <input type="checkbox"/> Delivery or lack of delivery of a College service <input type="checkbox"/> College did not follow its own procedures properly <input type="checkbox"/> College investigation was not conducted fairly <input type="checkbox"/> Conduct of a College staff member <input type="checkbox"/> Conduct of a College student <input type="checkbox"/> Other (please state)		
<b>Informal Complaint:</b> Have you raised the concerns informally in the first instance? If <b>yes</b> , please say who with and when:		Yes/No (circle) When and with whom (if applicable)	
<b>Have you also submitted any other complaint or appeal at the same time as this complaint?</b>		Yes/No (circle) When and with whom (if applicable)	
<b>Brief outline of the complaint:</b> Outline a factual statement of the circumstances of the complaint. Be specific, regarding Who? What? When? And Where?			

<b>List any documents you are attaching to support your complaint e.g. medical or financial evidence, witness statement, etc.</b>		
<b>What are you looking for as an outcome (remedy)? (A requested remedy will be considered but cannot be guaranteed.)</b>		
<b>Do you have any suggestions for change so that this situation could be avoided in the future?</b>	<b>Yes please</b>	<b>No thanks</b>
<b>Do you have anyone to support you with this complaint?</b> Please speak with your personal tutor or a friend/other staff member about this so that they can support you.		
<b>Signed (Student)</b>		<b>Date:</b>

### **NEXT STEP**

1. Have you completed all sections of this form?
2. Have you included all supporting documents (if appropriate)?
3. Have you checked the College '**Guidance on How to make a complaint/appeal**' which is part of the '**Policy and Procedures**' document, which is located in the Student Area/General College Information on the College VLE and on the website: [www.allnations.ac.uk](http://www.allnations.ac.uk). This document tells you:
  - a. Which procedure will be used to judge your complaint
  - b. The permissible grounds for your complaint
  - c. Any time limits relevant to your complaint

4. You should pass this completed and signed form on to the Recruitment and Training Administrator of the relevant Programme. Ask the College Administrator, Jillian Walker ([j.walker@allnations.ac.uk](mailto:j.walker@allnations.ac.uk)) if you are unsure who that is.

<b>FORMAL REVIEW FORM</b>			
<b>Student Name</b>		<b>Student No.</b>	
<b>Preferred email contact details:</b> If this is a complaint made by a group of students, please give the email details of <u>one</u> nominated point of contact.			
<b>Do you have a disability or specific learning difficult</b> you would like us to be aware of when considering your appeal?		Yes/No (circle). If yes, please give details of adjustments that will assist you.	
<b>Course:</b>		<b>Level</b>	
<b>Appeal relates to:</b>	(State the decision about which you are seeking a review and/or the policy which was used in any original investigation)		
<b>Informal Appeal:</b> Have you raised the concerns informally in the first instance? <b>If yes</b> , please say who with and when:	Yes/No (circle) When and with whom (if applicable)		
<b>I am making this Appeal/ Review based on:</b> (tick the relevant box(es) only if they are listed as permissible grounds in the appeals section of the relevant College policy)		<b>I offer the following information in support of the ground(s) selected</b> (complete the relevant box(es) below):	
<input type="checkbox"/> <b>1. The College Procedure was not followed correctly.</b>		(You need to state clearly which parts of the procedure used in the original investigation was not followed correctly.)	
<input type="checkbox"/> <b>2. You have new material evidence that you were unable to provide earlier.</b> (By material evidence, we mean information that might have the potential to change a decision, although this cannot be guaranteed.)		(State the evidence and explain why this information was not given to the College at the correct time.)	

<b>Optional: Additional information offered for consideration:</b>			
<b>Where New Evidence is available (ground 3), list attachments if applicable:</b>			
<b>Do you have anyone to support you with this complaint?</b> Please speak with your personal tutor or a friend/other staff member about this so that they can support you.			
<b>Signed</b> (Student)		<b>Date:</b>	

1. Have you completed all sections of this form?
2. Have you included all the supporting documents (if appropriate)?
3. Have you checked the appeals process for the policy procedure which is being used? The College '**Policy and Procedures**' document, which is located in the Student Area/General College Information on the College VLE and on the website: [www.allnations.ac.uk](http://www.allnations.ac.uk). tells you:
  - a. Which procedure will be used to judge your complaint
  - b. The permissible grounds for your complaint
  - c. Any time limits relevant to your complaint
4. You should pass this completed and signed form on to the Recruitment and Training Administrator of the relevant Programme. Ask the College Administrator, Jillian Walker ([j.walker@allnations.ac.uk](mailto:j.walker@allnations.ac.uk)) if you are unsure who that is.

FORMAL ACADEMIC APPEAL FORM			
<b>Student Name</b>		<b>Student No.</b>	
<b>Preferred email contact details:</b> If this is a complaint made by a group of students, please give the email details of <u>one</u> nominated point of contact.			
<b>Do you have a disability or specific learning difficult</b> you would like us to be aware of when considering your appeal?		Yes/No (circle). If yes, please give details of adjustments that will assist you.	
<b>Course:</b>		<b>Level</b>	
<b>Appeal relates to:</b> (what academic decision do you feel was wrong or unfair?)	<input type="checkbox"/> Assignment mark <input type="checkbox"/> Module mark <input type="checkbox"/> Final Award <input type="checkbox"/> Academic Misconduct (not ground 1) <input type="checkbox"/> Other		
<b>I am making this Academic Appeal/ Review based on</b> (tick the relevant box(es) only if they are listed as permissible grounds in the relevant College policy)		<b>I offer the following information in support of the ground(s) selected</b> (complete the relevant box(es) below):	
<input type="checkbox"/> <b>1. Failure to apply the College regulations in calculating the final mark</b>	(You need to state clearly the precise nature of the error)		
<input type="checkbox"/> <b>2. Unfair or inconsistent application of the grading criteria/learning outcomes published in the handbook</b>	(You need to state clearly the precise nature of the error)		
<input type="checkbox"/> <b>3. Incorrectly informed of the required assessment deadline(s)</b>	(Explain as fully as possible)		
<input type="checkbox"/> <b>4. You have new material evidence that you were unable to provide earlier.</b> NB This is only relevant in the case of extenuating circumstances) You must give us this evidence and explain why it was not available when your work was marked. This reason can also be used to appeal for a lighter penalty in a case of Academic Misconduct, but only if the evidence	(By material evidence, we mean information that might have the potential to change a decision, although this cannot be guaranteed. State the evidence and explain why this information was not given to the College at the correct time.)		

was unavailable at the time of your hearing.			
<b>Brief factual outline why you feel a review of this academic decision should be made:</b>			
<b>Optional: Additional information offered for consideration:</b>			
<b>Where New Evidence is available (section 4), list attachments if applicable:</b>			
<b>Do you have anyone to support you with this complaint?</b> Please speak with your personal tutor or a friend/other staff member about this so that they can support you.			
<b>Signed</b> (Student)		<b>Date:</b>	

**NEXT STEP**

1. Have you completed all sections of this form?
2. Have you included all supporting documents (if appropriate)?
3. Have you checked the relevant Policy document? The College '**Policy and Procedures**' document is located in the Student Area/General College Information on the College VLE and on the website: [www.allnations.ac.uk](http://www.allnations.ac.uk). This document tells you:
  - a. The permissible grounds for your complaint
  - b. Any time limits relevant to your complaint
4. You should pass this completed and signed form on to the Recruitment and Training Administrator of the relevant Programme. Ask the College Administrator, Jillian Walker ([j.walker@allnations.ac.uk](mailto:j.walker@allnations.ac.uk)) if you are unsure who that is.