|  |
| --- |
| Student Concerns and Complaints: Review Stage  **Senate Review Panel Submission Form** |

In accordance with the University’s **Code of Practice on Student Concerns and Complaints**, a student may escalate their complaint to Senate Review if their concerns have not been resolved satisfactorily at the formal stage of the Code of Practice. Student Conduct, Complaints and Appeals may refer the submission to a Senate Review Panel, but only after considering the options laid out in paragraphs 4.3 to 4.7 of the Code of Practice.

Senate Review complaints must be made in writing, using this form, within **one month** of the date of the response from the formal stage of the Code of Practice.

The Code of Practice on Student Concerns and Complaints and this form are available at:

[**The University of Birmingham Student Complaints webpage**](https://intranet.birmingham.ac.uk/student/academic-support/registry/ug-gt/student-complaints-and-appeals-links/student-complaints.aspx)**.**

Complainants are advised to consult **Guild Advice** at the **Guild of Students** for advice and support in relation to raising and pursuing their concerns: [guildadvice@guild.bham.ac.uk](mailto:guildadvice@guild.bham.ac.uk) or 0121 251 2400, or [the Guild Advice website - Guild of Students webpage](https://www.guildofstudents.com/support/guildadvice/).

Your responses should be **word processed** and be clear and concise.

|  |
| --- |
| Section A: Student Details |

|  |  |
| --- | --- |
| Name |  |
| ID Number |  |
| Programme of Study |  |
| School or Department |  |
| E-Mail Address |  |

|  |
| --- |
| Section B: Details of complaint |

**Please consult the Code of Practice on Student Concerns and Complaints before completing this section.** The Code of Practice provides full details of the grounds for requesting a Senate Review. You may only submit a review of your initial complaint on one or more of the following grounds:

1. that there was a procedural irregularity in the conduct of the investigation which had a demonstrable impact on the Investigating Officer’s decision;
2. that relevant new material evidence has come to light that was not available for a good reason at the time of the Investigating Officer’s decision;
3. that there is compelling evidence to demonstrate that the Investigating Officer’s decision was unreasonable.

**Supporting evidence:** Please list all documents included with your Senate Review, providing a title and/or brief description. All documentation must be in English or be accompanied by certified translations. If you are providing new material evidence that was not available to you for good reason at the time of the initial complaint, please provide details below of why it was not submitted at an earlier date. Where possible, all supporting documents should be in a single attachment.

There is no need to resubmit documentation from your initial complaint as the Complaints and Appeals team already have this on file and it will be made available to the Senate Review Panel.

1. Please select the grounds upon which you wish to request a Senate Review

|  |
| --- |
| that there was a procedural irregularity in the conduct of the investigation which had a demonstrable impact on the Investigating Officer’s decision;  that relevant new material evidence has come to light that was not available for a good reason at the time of the Investigating Officer’s decision;  that there is compelling evidence to demonstrate that the Investigating Officer’s decision was unreasonable. |

1. Give full details of the grounds upon which you are requesting a Senate Review

|  |
| --- |
|  |

1. Please list the new/supporting evidence you are submitting

|  |
| --- |
|  |

1. Give detail on how this evidence affects your submission

|  |
| --- |
|  |

(Please continue on a separate sheet if you need to. Please number the pages clearly.)

|  |
| --- |
| **Section C: Redress** |

Please state clearly what redress you are seeking (e.g. an apology, a return of overpaid fees):

|  |
| --- |
|  |

Please ensure that you have completed all sections of this form and enclosed all relevant supporting documentation.

Please submit your form and supporting documentation to [student-complaints@contacts.bham.ac.uk](mailto:student-complaints@contacts.bham.ac.uk).

Please note that, by signing this form, you are authorising the University to consider this form and related information regarding your complaint.

Signature:      Date: