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**THE UNIVERSITY OF MANCHESTER**

**Request for a Review of the Outcome to a Formal Complaint**

**NOTE: If you wish to request a review of the outcome to a formal (Stage Two) academic appeal there is now a separate form for this. Please follow this link:**

[**https://www.qualtrics.manchester.ac.uk/jfe/form/SV\_3xyEXbPQFUZyLiK**](https://www.qualtrics.manchester.ac.uk/jfe/form/SV_3xyEXbPQFUZyLiK)

This form is to be used to request a review of the outcome to a formal complaint under [Regulation XVIII Student Complaints Procedure](http://documents.manchester.ac.uk/display.aspx?DocID=1893).

In order to request a review, you must have already submitted a formal complaint and received an outcome. You **must** submit a copy of the outcome letter with this form.

You may seek advice and guidance in preparing a review request from the Students’ Union Advice Service (<https://manchesterstudentsunion.com/advice>).

**Important notes:**

You may only submit a review request on your own behalf. A request for a review submitted by a third party will not be accepted unless accompanied by written authorisation from you.

The review request must be submitted in accordance with the instructions and timeframe given in the outcome letter to your formal complaint.

1. **About You**

|  |
| --- |
| Full Name: |
| ID Number: |
| Faculty: |
| School: |
| Programme of Study: |
| Year of Study: |
| University E-mail: |
| Alternative E-mail: |

1. **About Your Request for a Review**

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| --- | --- |
| Students may request a review for one or more of the following reasons. Please indicate the reason(s) why you are requesting a review and provide the further information indicated. You may continue on a separate sheet if necessary. | |
| a) You believe that the complaint has not been handled properly in accordance with the Procedure  *If you are requesting a review on this basis, please state below in what way you believe that your case has not been handled properly:* |  |
| b) You believe that the outcome is not reasonable on the basis of the evidence available  *If you are requesting a review on this basis, please state below why you believe the outcome is not reasonable:* |  |
| c) You have new evidence which you were unable (for credible and compelling reasons) to provide with your formal complaint  *If you are requesting a review on this basis, please state below what new evidence you are submitting, why you were unable to provide it before, and why you believe it would have a material effect on the outcome. You should enclose the evidence with this form:* |  |

**3, Any other relevant information**

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| --- |
| If there is any other information relevant to your review request that is not already captured above, please state it here: |

Declaration:

I declare that the information given in this form is true and that I have consulted the relevant procedure before completing the form.

**\*\*\*Please note you must submit a copy of the outcome letter from the formal complaint along with this form\*\*\***

Signed:Date:

(*An electronic signature is acceptable)*

Note: The University will have due regard towards maintaining confidentiality in relation to your request for a review but, in order for it to be considered fully, the content will need to be disclosed to members of staff who are involved in putting the procedure into effect as well as staff whose input may be required to respond to the issues you have raised e.g. the Faculty, your School, the Disability Advisory and Support Service etc. By signing the declaration above you are consenting to the disclosure and sharing of relevant information within the University at all stages of the procedure.