

COMPLAINT REVIEW



This form must be used for any request for a Complaint Review. Before completing this form, please refer to the Queen Mary [Student Complaints Policy](#) for details of how complaints are handled.

A Complaint Review cannot be considered unless the matter has first been considered at the Formal Complaint stage. You must provide a copy of your Formal Complaint form and outcome letter when submitting this form.

The deadline for submission of this form is 14 calendar days from the date of your Formal Complaint outcome letter.

Please note that there is a separate process for appealing decisions made with regard to assessment, progression, and award, or decisions made following disciplinary processes etc. Further information on a Formal Appeal is available in the Queen Mary [Appeal Policy](#).

You must complete ALL sections of this form.

Personal details

Name	
Student ID number	
Date of Formal Complaint outcome letter	

If you have not received a Formal Complaint outcome letter, you cannot submit a request for a Complaint Review. You must submit your Formal Complaint form and outcome letter with this form.

Grounds for requesting a Complaint Review The Complaint Review process will consider complaints on one or both of the following grounds <u>only</u> . Please explain how you feel your case meets the appropriate ground(s). You may submit a separate statement if you wish to do so.
Was the complaint considered in accordance with the Student Complaints Policy?
Was the final decision reasonable and in accordance with the facts of the case?

Declaration

I confirm that the information given in this form and any additional documentation which I have provided is true, accurate and correct. I also confirm that I consent to having my personal data processed, by such academic and administrative staff as may be necessary, for the purpose of processing my Complaint Review. My personal data may include, amongst other information, any relevant medical details such as medical information which I have provided as evidence in support of my Complaint Review. I also consent to my personal data held by other Queen Mary departments, such as the Disability and Dyslexia Service being processed for the purposes of assessing my Complaint Review. For further information on personal data handling please see <https://www.qmul.ac.uk/privacy/>.

Signed:	
Date:	

Once completed, this form and all supporting documentation should be submitted electronically from your QMUL email account to appeals@qmul.ac.uk. **Please note that completed forms cannot be accepted from personal email accounts.** If you cannot in this way, please contact the Appeals, Complaint and Conduct Office on +44 (0) 207 882 3457 to discuss alternatives.