Appeal of a Formal Complaints Decision (External)

If you are not satisfied with the outcome of your formal complaint, you can submit an appeal request of the procedure, which will be carried out by a senior member of University staff. The appeal request must be submitted in writing **within 14 calendar days** of the Outcome Report from the University following the formal complaint investigation (or a full explanation for the delay must be included).

Within this request, you must outline the reasons for your dissatisfaction. It will not be sufficient to simply reiterate the original formal complaint.

This is the final stage of the University’s complaints procedure.

## Valid Grounds for an Appeal

For an appeal to be considered, you will need to:

* Provide further evidence to substantiate the complaint, together with a full explanation of why this evidence was not supplied with the formal complaint; or
* Demonstrate that the complaints procedures were not followed correctly and that this had a detrimental impact on the outcome; or
* Demonstrate that the investigation reached a decision that no reasonable body could have reached.

Name

|  |
| --- |
| Address |
| Telephone Number |
| Email |

Date(s) problem occurred

**Please provide the name of the Investigating Officer from your formal complaint**

## Completion and Submission

Please complete the details on the reverse of this form and submit with any supporting documents. This form may be submitted by:

* Completing the form electronically and then emailing it together with any supporting documents to [complaints@law.ac.uk](mailto:complaints@law.ac.uk);
* Printing off and completing the form manually and posting it together with any supporting documents to: Academic Registry (University Complaints Officer)

The University of Law, 14 Store Street, London, WC1E 7DE.

|  |
| --- |
| **Please set out clearly the basis of your appeal request:** |

*Please continue on a separate sheet of paper if necessary*

Are you attaching supporting evidence? Yes No

|  |
| --- |
| **Please indicate the outcome you are requesting from this process:** |

Please sign and date the form below and attach any supporting documents, and submit the form and documentation either by email or through the post to the address shown on the previous page.

Signature: Date:

|  |  |  |
| --- | --- | --- |
| **Process** | **Procedure** | **Timing** |
| Appeal of Complaint Decision | Complainant submits application requesting a review of the Complaints decision | Within 14 calendar days of receipt of the complaint outcome |
| University acknowledges the request | Within seven calendar days of receiving the application |
| Conclusion of the appeal and report submitted to complainant | Within five weeks of acknowledgement of request for an appeal |

Raise your complaint informally **as soon as possible** with the person concerned or relevant other.

Yes

Happy with response?

# No

Complaint resolved

Complete the complaint form **within 3 months** of the event

you are complaining about.

Acknowledgment within 7 calendar days of receipt of

Report within 5 weeks of acknowledgement.

Yes

Happy with response?

# No

Complete the appeal form **within 14 calendar days** of the complaint outcome.

Acknowledgment within 7 calendar days of receipt of appeal

Report within five weeks of acknowledgement

# Yes

Happy with response?

No

No further recourse for appeal