



## Student Complaints Procedure: Review form

### Use this form if:

- you are dissatisfied with the outcome of your formal complaint; and
- you are dissatisfied because of at least one of the permitted grounds for review:
  - a) the College made a significant administrative error(s) when considering the complaint, which was material or potentially material to the decision reached;
  - b) the complaint outcome was not reasonable, in that no reasonable person or body could have reached the same decision on the available evidence;
  - c) the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.

### You cannot use this form if you:

- want to raise a complaint about a different matter to the one in your formal complaint form;
- are dissatisfied with the outcome of your formal complaint but not because of one of the permitted grounds. Instead, email [studentcomplaints@trinhall.cam.ac.uk](mailto:studentcomplaints@trinhall.cam.ac.uk) and explain that you are dissatisfied but without grounds for Review. You will then be issued with a Completion of Procedures letter, which may enable you to raise a complaint with the external ombudsman, the Office of the Independent Adjudicator.

### Before completing this form you should:

- read the [Student Complaints Procedure and the Policy for handling personal information \(Appendix 1\)](#);
- seek advice or support from your Tutor, a member of the Fellowship, or [the Student Advice Service](#), or another source of advice/support.

### Deadlines for requesting a review:

- reviews should be requested within 28 days of being sent the formal complaint decision letter. Reviews requested made after these deadlines will be considered late;
- if you wish the College to consider a late request for review then you will need to include an evidenced valid reason for the lateness. You will then be informed whether your reason for lateness has been considered valid or that your request for review is out of time. If your request is out of time you will receive a Completion of Procedures letter.

### Things to remember when submitting a request for review:

- complete all sections of the form and include all evidence you wish to be considered;
- you should not include unnecessary information about other people in your request;
- submit all documents to [StudentComplaints@trinhall.cam.ac.uk](mailto:StudentComplaints@trinhall.cam.ac.uk);
- you will receive an email, within a week, confirming what next steps will be taken;
- if you have any questions contact [StudentComplaints@trinhall.cam.ac.uk](mailto:StudentComplaints@trinhall.cam.ac.uk).

**1. Complete your personal details**

<b>Surname/Family name:</b>		<b>Title:</b>	
<b>First/Given name(s):</b>			
<b>Email/CRSid:</b>			
<b>Degree/Course of study:</b>			
<b>Start date of course:</b>		<b>Year of study:</b>	
<b>Tutor:</b>			

- 2. Do you have a disability and require reasonable adjustments to be made to this process, decision-making or correspondence to be sent to an authorised representative because of your disability?** (If yes, please provide details of the adjustments or authorised representative and evidence of your disability so that the College can consider these.)

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- 3. If your request for review relates to a formal complaint decision that was sent over 28 days ago, please confirm your reason for late submission** (you need to include evidence of your reason for late submission).

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- 4. Please identify the grounds on which your request for review is based** (tick as appropriate):

a) The College made a significant administrative error when considering the complaint, which was material or potentially material to the decision reached; and/or	
b) the complaint outcome was not reasonable, in that no reasonable person or body could have reached the same decision on the available evidence; and/or	



c) the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons (which need to be approved by the College), could not have been submitted at an earlier stage.	
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**5. Please set out clearly and concisely, the reasons for requesting a review.**

Explain how your reasons meet the grounds ticked above and if your review includes new evidence, explain why this evidence could not have been submitted at an earlier stage.

**6. Provide a list of any new evidence you wish to be considered with your request for review.** The evidence that you supply must be complete, relevant and proportionate. Do not provide evidence you have already submitted or received through the Procedure.

Evidence	Author of evidence	Date of evidence	Relevance of evidence and proportionality

**7. Please state what outcome you are hoping to obtain:**

**8. Statement by Student** (please tick to indicate your agreement with each statement):

I have read and understood the <a href="#">Student Complaints Procedure</a>	
I agree to the College handling my request for review and personal information in accordance with the Policy on the use of personal information under the Student Complaints Procedure. This will include sharing a copy of my request for review with those involved in my complaint (including College Officers, staff and students), so that they can respond to all aspects of my complaint.	
I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the <a href="#">Student Complaints Procedure</a> .	
I agree that the College may inform my Tutor or Postgraduate Tutor that: <ul style="list-style-type: none"><li>– I have initiated a review; and</li><li>– the outcome and reasons for the outcome of the review.</li></ul> <i>(Consent should not be unreasonably withheld)</i>	
I understand that I should inform you immediately if any part of my review is being dealt with by the Police and/or in a Court or Tribunal, or any other body.	
I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge. I also understand the implications for my future personal life and career, should the information I provide be untrue, incorrect and incomplete as the College both reserves the right to invoke Disciplinary proceedings in respect of this and also the College may have to take this into account when providing references and/or liaising/dealing with professional bodies/regulators.	
<b>Signed:</b>  <b>Date:</b>	

**Submit this form and all evidence to**  
[studentcomplaints@trinhall.cam.ac.uk](mailto:studentcomplaints@trinhall.cam.ac.uk)

*You will receive a formal acknowledgement of your complaint  
normally within 7 days*