Student Complaint Procedure

Complaint Form (Stage 2)

* This form is to be used as part of the Student Complaints Procedure and should only be used when the stage 1 procedure has been completed.
* Please return the completed form to appeals.complaints@solent.ac.uk or by post to Appeals and Complaints, Quality Management, East Park Terrace, Southampton, SO14 0YN.

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| 1. **Personal Information**
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| **Name:**  |  |
| **Student No:** |  |
| **Course:** |  |
| **Date:** |  |

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| 1. **Please outline the grounds on which your stage 2 complaint is made.** (See guidance note)
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| **C. What outcome are you seeking to your complaint?**  |
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Guidance Notes

**Further Help**

For help and guidance on submitting a complaint please contact the Student Union Academic Caseworker or the Student Hub.

**Solent Students' Union**

Tel: 023 8201 6432

Email: su.advice@solent.ac.uk

**Student Hub**

Tel: 023 8201 5200

Email: student.hub@solent.ac.uk

Stage 2 complaints will only be considered where:

* There is evidence that Stage 1 investigation has not been carried out as described in the Student Complaint Procedure; or
* The outcomes and/or proposed actions may not be appropriate given the Stage 1 investigation and its findings.
* There is new material evidence which the student was unable, for valid reasons, to provide earlier in the process.