

Complaint Eligibility Review Request form			
Please complete all sections – the form will expand where completed electronically			
Student Name		Student Number	
Contacting you. We will use your student email address. If this is a complaint made by a group of students, give the name of one agreed point of contact. You should refer to the online guidance for making group complaints.		Point of contact for Group Complaints:	
Please read the Privacy Notice online: https://my.cumbria.ac.uk/Student-Life/Student-Policies-and-Procedures/ which explains how the University will use any data, including sensitive personal data, that you provide or may be collected in relation to your complaint. By sending us your eligibility review request, you are confirming you have read, understood and agree with the Notice.			
Do you have a disability or specific learning difficulty you would like us to be aware of when considering your complaint?		Yes / No. If yes please give details of adjustments that will assist you during the Complaint process.	
Students' Union. We strongly recommend you approach the Students' Union for independent, confidential and free advice and guidance when preparing your request. Contact the Student Support Service via: http://www.ucsu.me/support/ / SUadvice@cumbria.ac.uk			
Would you like all further correspondence related to your complaint to also be sent to your Students' Union caseworker via SUadvice@cumbria.ac.uk ?		Yes please	No thanks
I am making this Eligibility Review Request based on (select one or more of the grounds):		I offer the following information in support of the ground(s) selected. NB: Please provide all information with this form as we may not be able to accept additional information as the procedure progresses.	
<input type="checkbox"/> 1. You can show that your complaint is in the scope of the Student Complaints Procedure as explained in Section 3 of the Student Complaints Policy			
<input type="checkbox"/> 2. You can show that there is good reason why your complaint was submitted out of time and you were unable to offer the reason earlier			
<input type="checkbox"/> 3. You have new material evidence ie: information that might have the potential to change a decision is now available which, for valid reasons, you were unable to provide when you first submitted your complaint.			
I have read and understood the Eligibility Review section of the Student Complaints Procedure (Section 6) and understand that I may seek information, advice and guidance from the Students' Union (http://www.ucsu.me/support) at any time during this Complaint Review.			
Signed (Student)		Date:	
Send your completed Complaint Review Request, within 10 working days of the date you were sent the outcome of your complaint to the Student Procedures Team: studentprocedures@cumbria.ac.uk			
This form is subject to amendment from time-to-time. This form and the full policy and procedure can be downloaded from https://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Complaints-Procedure/ . If you require an alternative please contact studentprocedures@cumbria.ac.uk .			