

Complaint Review Request form Please complete all sections			
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:	
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 making your complaint. 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/No
I am making this Complaint 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. The Complaints Procedure was not correctly followed.		You need to highlight which parts of the Complaints Procedure have not been followed correctly and explain how it was not correctly followed.	
<input type="checkbox"/> 2. You have new material evidence that you were unable to provide earlier. By material evidence, we mean information that might have the potential to change a decision, although this cannot be guaranteed.		Provide this evidence with this Complaint Review request You must explain: <ul style="list-style-type: none"> • Why it was not available when you first made your complaint • Which Key point(s) the new information relates to (where key points have been agreed with an Investigating Officer). 	
<input type="checkbox"/> 3. The remedy was not proportionate to the key points that were upheld		What do you think should be offered?	
I have read and understood the Complaint Review section of the Student Complaints Procedure (Section 7) 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:	
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			
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			