# review request form

Please complete this form if you would like to request a review of the decision undertaken at Step 2 of an appeal or complaint.

Before completing this form you should read the relevant [Appeals Policy and Procedure / Complaints Policy and Procedure](https://www.falmouth.ac.uk/student-regulations).

Review requests must be submitted within **ten (10) working days** of the Step 2 outcome of the appeal or complaint.

You must complete all sections of the form marked with an asterisk (\*).

## ADVICE

Before completing this form, we recommend that you contact the Students’ Union for free and impartial advice: [advice@thesu.org.uk](mailto:advice@thesu.org.uk) | 01326 255 861

## THIRD PARTY REQUESTS

Under Data Protection legislation, the University cannot deal with complaints submitted by a third party unless you have formally authorised that third party to act on your behalf. Where there is a valid reason for a third party to act on your behalf, you can give this authorisation by completing a [Third Party Consent Form](https://www.falmouth.ac.uk/student-regulations) and returning it to [QAE@falmouth.ac.uk](mailto:QAE@falmouth.ac.uk).

| 1. Your details | |
| --- | --- |
| Full name:\* | Course title: \* |
| Student number: \* | Year of study: \* *(please tick)*   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | 1 | 2 | 3 | PG | |  |  |  |  | |

| 2. Details of Step 2 |
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1. Please confirm whether you are requesting a review of the outcome of a Step 2 Appeal or Complaint: \*

Appeal  Complaint

1. Please confirm the date you were sent the resolution of Step 2 proceedings. \*

Review requests must be submitted within ten (10) working days of the Step 2 outcome of the appeal or complaint. Review requests submitted outside of this timeframe will not normally considered.

| Please enter text here. Box will expand as you type. |
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| 3. Grounds for requesting a review |

**You may not request a review simply because you disagree with the decision made at Step 2.** Review requests can only be made on the following grounds. You must be able to provide evidence to support your claims.

Please tick to indicate on which grounds you wish to request a review: \*

a) There was a material error or irregularity in the conduct of Step 2 of the Appeals/Complaints Procedure; **and/or**

b) Material new evidence has become available since the commencement of Step 2, which you were unable, for valid grounds, to provide earlier in the process

| 4. Details of Step 3 Review request |
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1. Please explain in full the grounds on which your review request is based, e.g.:\*

* If you believe there was a material error or irregularity in the conduct of the Step 2 investigation, please specify the details of the error with reference to the relevant policies, procedures and regulations.
* If you are providing material new evidence to support your Step 2 case, please state why you were unable to provide the evidence earlier in the process, and how this new evidence affects your Step 2 case.

| Please enter text here. Box will expand as you type. |
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1. State the desired result should your review be upheld: \*

This result must be feasible in the context of the University’s regulations, policies and procedures. Provision of some services may be dependent on resources or policy decisions at University or national level.

You may wish to speak to the FXU Students’ Union for advice on the desired result you wish to request.

| Please enter text here. Box will expand as you type. |
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1. Please list the supporting evidence attached to your request. Reviews submitted without supporting evidence will not normally be considered. You may wish to contact the Students’ Union for impartial advice about what constitutes evidence for your specific case.\*

| Please enter text here. Box will expand as you type. |
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| 5. Declaration |
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|  | Please tick to confirm the following: \* | |
|  | I have read the Appeals/Complaints Policy and Procedure | |
|  | I have included all relevant information to support my review request | |
|  | I have made a copy of all documentation and supporting information for my records | |
|  | I authorise those involved to share the details of my request with the relevant parties involved, including anyone I have named in my request | |
|  | I authorise those involved in the process to have access to relevant information required as necessary for the investigation into and consideration of my request, including access to sensitive information (for example, a file held by the Student Services) | |
| **Signature**: \* | | **Date:** \* |

*(If you are unable to submit an electronic image of your signature, please type your name. QAE will consider the receipt of this form electronically direct from your University email address as being equivalent to a signature.)*

| 6. Submission |
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Please return this form by email together with scans of your supporting evidence to [QAE@falmouth.ac.uk](mailto:QAE@falmouth.ac.uk).

Alternatively you can print this form and send it along with your supporting evidence to:

*Quality Assurance & Enhancement*

*Falmouth University*

*Falmouth Campus*

*Woodlane*

*TR11 4RH*

If sending by post, please note that it is your responsibility to ensure that your request reaches QAE before the deadline. QAE will not accept late requests on the basis of postal delays.