### **Complaint Review Request Form**

This form is for use only when seeking a review of a Second Stage decision by a Proctor in relation to a Complaint that falls within the *University Student Complaints Procedure* (available at [www.admin.ox.ac.uk/proctors/complaints](https://www.admin.ox.ac.uk/proctors/complaints)). Please read the *Procedure* carefully before completing this form. This form initiates the Third Stage under the *Procedure*.

Your review request may not be considered if you do not comply with the word limits below.

**Group Complaints:**

Groups of students seeking a review of a joint Appeal should, as they did with the Appeal itself, nominate one student to act as their spokesperson. The spokesperson should complete the form on behalf of the group. When this form is submitted to the Proctors’ Office, it should be accompanied by a list of the students in the group together with their signatures to indicate their agreement to the content of this form and to the spokesperson speaking on their behalf; or, if the complaint is being made by email, all of the students listed should be copied into the email.

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| **Date of the Proctor’s decision letter under the Second Stage** |  |
| **Are you seeking a review of a Group Appeal?**  | **Yes/No** (delete as applicable) |
| **Surname/Family name** |  | **Title** |  |
| **First/Given name(s)**  |  |
| **University student no.**  |  |  |  |  |  |  |  |  |  |
| **Degree/Course of study** |  |
| **Start date of course:** |  | **Year of study** |  |
| **College** |  |
| **Email** |  |
| **Telephone no** |  |

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| 1. **Identify the Ground(s) of Review (as required by the Student Complaints Procedure)** *(Tick all that apply)*
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| 1. **There was a procedural irregularity or error in the Proctor’s investigation**
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| 1. **The Proctors’ decision was unreasonable**
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| 1. **You were not provided with clear reasons for the Proctor’s decision**
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| 1. **You have material evidence which the Proctors’ Office has not yet seen which you have valid reasons for not having provided earlier**
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| **2. Set out the reasons why you consider this ground / these grounds apply in numbered paragraphs. This should include:*** **Ground 1: what the procedural irregularity or error is and a summary of the evidence you have which supports this**
* **Ground 2: what aspects of the Proctor’s decision you consider to be objectively unreasonable, and a summary of the evidence you have which supports this (you must identify the relevant paragraphs in the Proctor’s decision letter)**
* **Ground 3: which aspects of the Proctor’s decision you do not consider were supported with reasons or were unclear (you must identify the relevant paragraphs in the Proctor’s decision letter)**
* **Ground 4: what the new evidence is, why you consider it to be relevant and why you have not provided it earlier, together with a summary of the evidence you have which supports this**

*(max 700 words)* |
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| **3. Provide a numbered list of any supporting evidence you are enclosing with this Form. Any such evidence should be paginated and provided in the order set out in this list** *(max 250 words)* |
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| **4. State in numbered paragraphs the outcome(s) you are seeking** *(max 250 words)* |
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| **5. Statement by Student** *(please tick to indicate your agreement with each statement):* |
| I have read the University Student Complaints Procedure  |  |
| I understand that the University may need to process personal details about me, which could include sensitive information, in order to investigate my review request  |  |
| I understand that the University may need to exchange information about my review request within the University and Colleges, and with other persons and organisations, including disclosing this completed Complaint Review Request Form and my accompanying evidence where necessary, (for example, to collect information or to seek statements from relevant persons or bodies) |  |
| *[Reviews of Group Complaints Only]* I understand that I am the nominated spokesperson for a group of students who are seeking review of their Group Complaint and that it is my responsibility to ensure that I represent the views of all the members of the group fairly. The attached list is a complete list of the members of the group of students bringing and each person listed has read and agreed to the contents of this form. |  |
| The information I have given on this form is true, correct and complete, to the best of my knowledge |  |
| **Signed**: |  | **Date**: |  |

**Submit this form to** **review@proctors.ox.ac.uk**. Receipt will be acknowledged within five working days.