

**Student Complaint Form - Stage Two**

Students who wish to raise a Stage Two complaint in accordance with the [Student Complaints and Resolution Procedure](https://www.rvc.ac.uk/about/the-rvc/academic-quality-regulations-procedures#panel-further-student-policies-and-procedures) should complete and submit this form within three months of the issue leading to the complaint arising.

To validate your complaint, you must complete all sections of the form and ensure you **sign** and **date it** before submitting it to the Students Resolution and Compliance (SRC) Team ([studentcomplaints@rvc.ac.uk](mailto:studentcomplaints@rvc.ac.uk)).

**Please Note: all communication regarding your complaint will be conducted via your RVC email account.**

**Information for Complainants**

Should you wish to seek independent, impartial and confidential support with your complaint we would advise you to make contact any of the following members if staff in the first instance:

1. Tutor
2. Senior Tutor
3. Supervisor
4. Departmental Postgraduate Research (PGR) Advisor
5. Research Degrees Officer
6. Student Union Representative
7. Course Director or Academic Head of the Graduate School
8. Year Leader
9. [Advice Centre](mailto:advice@rvc.ac.uk) staff
10. [Student Resolution and Compliance Team](mailto:studentcomplaints@rvc.ac.uk)

**Special Instructions/adjustments or considerations**

You should inform the Student Resolution and Compliance Team if you require adjustments to enable you to engage effectively with the complaint process. Please use the box below to let us know how we can support you – for example, to accommodate a learning difference, disability or other protected characteristic:

|  |  |
| --- | --- |
|  |  |

**1. Complainant details**

|  |  |
| --- | --- |
| **Student Name\*** |  |
| **Student ID Number** |  |
| **Contact Number** |  |
| **Programme / Course Title** |  |
| **Year/Stage** |  |

N.B. If there are any changes to your contact details please ensure you update the RVC by emailing [studentcomplaints@rvc.ac.uk](mailto:studentcomplaints@rvc.ac.uk) and updating your contact details on [RoVer](https://registry.rvc.ac.uk/urd/sits.urd/run/siw_lgn).

\* For group complaints please provide the name of the lead complainer - i.e. the student with whom RVC will correspond with re: complaint. All co-complainants (and details) should be listed in Section 9 below.

**2.** **Have you attempted to resolve the complaint informally in the first instance?**

**Yes  No**

*If no, please explain why.*

*If yes, please specify the person(s) who heard/responded to your concerns*

**3. Would you consider mediation to resolve the complaint?**

**Yes  No**

*If no, please can provide a reason to why you would not consider mediation.*

**4. Is your complaint related to the COVID-19 pandemic?**

**Yes  No**

*If yes, please can you specify which category your complaint relates to:*

Teaching, Learning and Assessment (e.g. education provision, adjustments and teaching modifications)

☐ Wellbeing and Support d (e.g. personal circumstances)

☐ Other, reasons related to COVID-19 pandemic

*If other, please tell us below how the complaint relates to COVID-19:*

**5. Main aspect(s) of your complaint**

*Please provide a brief summary of your complaint.*

* Example – (My/Our learning experience was unsatisfactory and has impacted my learning outcomes)

**6. Please provide a complaint statement *(Max 1000 words)***

Please provide a statement below outlining your complaint, including the following details, if applicable:

* The action taken so far to informally resolve your complaint
* The circumstances leading to your complaint
* Key information such as dates, names and documented evidence to support your complaint (NB: creating a chronological timeline can often help)
* Outline the impact this has had on your student experience at the RVC.

**7. Please tick the remedy you are seeking to resolve your complaint:**

An apology

Financial Recompense: OIA Compensation Band …….. , £……..

[(*Please refer to OIA guidance on appropriate compensation bands)*](https://www.oiahe.org.uk/about-us/reviewing-complaints/what-happens-when-a-student-complains-to-us/putting-things-right/what-about-distress-and-inconvenience/)

Change in RVC process or procedure

Other

If other, please use the space below to confirm the remedy you are seeking:

**8.** **Supporting Documentation**

We expect that students provide supporting evidence with their complaint; complaints without evidence are likely to be rejected. Please use the box below to list the supporting documentation you would like to be considered when addressing your complaint. If you are unable to provide supporting evidence, please use the box below to explain why.

The RVC reserves the right to contact the authors of any supporting evidence to verify authenticity. Any students found falsifying information will be in breach of the [RVC Charter](https://www.rvc.ac.uk/about/the-rvc/academic-quality-regulations-procedures#panel-further-student-policies-and-procedures) and the appropriate action may be taken under RVC [Misconduct procedures](https://www.rvc.ac.uk/about/the-rvc/academic-quality-regulations-procedures#panel-further-student-policies-and-procedures).

*Please bullet point your list as follows;*

* *Example (Appendix 1 - Summary of my complaint)*
* *Example (Appendix 2 – Email evidence to confirm XXX)*

**Reminder: If you are submitting any third party evidence don’t forget to complete the Third Party Consent Form.**

**9. Student(s) declaration:**

* By submitting this complaint, I/we confirm that I/we have read and understood the [Student Complaints and Resolution Procedure](https://www.rvc.ac.uk/about/the-rvc/academic-quality-regulations-procedures#panel-student-appeals-complaints-and-conduct), [The RVC Charter](https://www.rvc.ac.uk/Media/Default/About/Academic%20Quality,%20Regulations%20and%20Procedures/General/THE%20ROYAL%20VETERINARY%20COLLEGE%20CHARTER.pdf), [General Regulations for Study and Award](https://www.rvc.ac.uk/Media/Default/About/Academic%20Quality,%20Regulations%20and%20Procedures/Further%20Student%20Policies%20and%20Procedures/General%20Regulations%20for%20Study%20and%20Award%20DRAFT%20v1.10%20090920.pdf) and [RVC Data Protection Policy](https://www.rvc.ac.uk/Media/Default/About/Governance,%20Policy%20and%20Legal/rvc-data-protection-policy.pdf).
* I/we understand that all the information used is in accordance with the Data Protection Act 2018.
* I/we understand that in order to deal with the complaint the Complaint Investigator will process personal details about myself/us which are accurate, not excessive and relative to the complaint, which may include sensitive information.
* I/we understand that as part of my/our complaints process the Complaint Investigator may need to gather personal and sometimes sensitive information about myself/us from different RVC departments, which is accurate and not excessive, and related to the complaint.
* If I/we have submitted information from a third party, I/we have completed a Third Party Consent Form (Page 6) which confirms the third party is aware of the onward use of the provided information and has agreed that I/we can use this information for my/our complaint.
* I/we understand that whilst exceptions are made on grounds of the [RVC Data Protection Policy](https://www.rvc.ac.uk/Media/Default/About/Governance,%20Policy%20and%20Legal/rvc-data-protection-policy.pdf), I/we should assume that the full text of my/our complaint and interview notes will be made available to all parties involved and redacted where appropriate*.*
* I/we understand that it is my/our responsibility to contact the Student Resolution and Compliance Team in relation to how my data is stored.
* I/we understand that I/we can withdraw my/our consent for the Student Resolution and Compliance Team and Complaint Investigator to process my/our personal data at any time. However, I/we also understand that this is likely to impact the complaint investigation and outcome.
* I/we understand that the RVC provides 60 days to investigate my complaint from acknowledgement of the complaint by the Student Resolution and Compliance Team to the outcome of the complaint.
* I/we understand the 60 days can/may experience delays due to staff availability, RVC holiday periods etc. but the RVC will keep me updated should such delays occur, providing a good reason for any delay.
* I/we understand it is my/our responsibility to prove the main issues of the complaint.
* I/we understand the investigation outcome will be based on Civil Standard Proof (also known as, balance of probabilities) that is, something was more likely than not to have occurred.

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| --- | --- | --- | --- | --- | --- |
| **Single/lead complainant name:** |  | **Single/lead complainant signature:** |  | **Date:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Co-complainant names:** | **Co-complainant student numbers:** | **Co-complainant contact telephone numbers:** | **Co-complainant RVC email accounts:** | **Co-complainant signatures:** | **Date:** |
|  |  |  |  |  |  |
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**Third-Party Consent Form**

**This form should be completed by a third party to confirm consent for information provided by them to be utilised in one or more of the following RVC procedures:**

* RVC Student Appeals Procedure
* Student Complaints and Resolution Procedure
* Academic Misconduct Procedure
* RVC Student Misconduct Procedure
* Professional Requirements Procedure (including Fitness to Study)
* Final Formal Review Procedure

Further detail regarding these procedures is available on [RVC webpages](https://www.rvc.ac.uk/about/the-rvc/academic-quality-regulations-procedures#panel-you-might-also-be-interested-in-other-college-regulations-and-procedures).

All sections of the form should be completed; please ensure that you sign and date where indicated belowbefore submitting this form to the relevant email account:

Student Complaints and Resolution Procedure - [studentcomplaints@rvc.ac.uk](mailto:studentcomplaints@rvc.ac.uk)

Academic Appeals - [studentappeals@rvc.ac.uk](mailto:studentappeals@rvc.ac.uk)

Academic Misconduct Procedure - [academicconduct@rvc.ac.uk](mailto:academicconduct@rvc.ac.uk)

Misconduct Procedures - [studentconduct@rvc.ac.uk](mailto:studentconduct@rvc.ac.uk)

Professional Requirements Committee Procedures – [professionalrequirements@rvc.ac.uk](mailto:professionalrequirements@rvc.ac.uk)

Final Formal Review Procedures – [ffr@rvc.ac.uk](mailto:ffr@rvc.ac.uk)

**Section A - Details of the student authorised to provide third-party information or documentation:**

|  |  |
| --- | --- |
| **Student Name** |  |
| **Student ID Number** |  |
| **Contact Number** |  |
| **RVC procedure (delete as appropriate)** | Student Complaints and Resolution Procedure  Academic Appeals  Academic Misconduct Procedure  Misconduct procedures (inc. Professional Requirements) |

**Section B - Details of the third party who gives consent for the student named above in Section A to provide information and documentation in relation to the procedure noted above.**

|  |  |
| --- | --- |
| **Full Name** |  |
| **Contact Number** |  |
| **Email Address** |  |

**Section C – Third Party Declaration**

I hereby give authorisation for the person named above in Section A to provide my information or documentation in relation to the RVC procedure detailed above.

|  |  |
| --- | --- |
| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |