

**UEA PARTNER INSTITUTION
ACADEMIC COMPLAINT FORM
Stage Two**



You should complete this form only if you wish to appeal against one of the following:

- a decision to reject a Stage One Academic Complaint where you believe that the correct procedures were not followed;
- an upheld Stage One Academic Complaint where you believe that, as a result of a procedural irregularity, the proposed remedy does not address all of the factors upheld; and

you are studying at one of the following UEA partner institutions:

- Brooksby Melton College
- Easton&Otley College
- Institute of Health and Social Care Studies in Guernsey
- INTO UEA
- London Academy of Diplomacy
- Mountview Academy of Theatre Arts
- Royal Marsden School

Further guidance is available at:

<http://www.uea.ac.uk/partnerships/policy-and-forms/Partner+institutions+academic+appeals+and+complaints+procedure>

Please note that a Stage Two Academic Complaint will not be accepted for consideration based on the following:

- Submission of information that was not provided at Stage One
- Reconsideration of the substance of a Stage One Complaint

If you consider that you have grounds to submit a Stage Two Complaint, please complete the form and attach a supporting statement that explains the basis on which the Stage Two Complaint is made.

Please note the following:

- The form and supporting statement should be submitted to the Head of Partnerships, Registry Building, University of East Anglia, Norwich, NR4 7TJ.
- The Stage Two Complaint must be submitted no later than 15 working days after the date on which you were formally advised of the Stage One outcome. Please advise the Partnerships Office if you think you will have difficulty in meeting this deadline.
- You may withdraw a Stage Two Complaint at any time prior to consideration by the Head of Partnerships.

Please ensure that your Academic Complaint form and all supporting evidence are placed in an envelope clearly marked with your family name and programme of study and mark the envelope Confidential: 'Stage Two Academic Complaint'.

SECTION A – YOUR PERSONAL DETAILS			
Full Name			
Registration Number			
Semester Address			
		Postcode	
Email		Phone	
Mobile			
Home Address			
		Postcode	
Telephone			
SECTION B – YOUR COURSE DETAILS			
Course			
Year of Study			
Full-time or Part-time			
Undergraduate or Postgraduate			
Name of Personal Tutor			

SECTION C – YOUR STAGE TWO COMPLAINT

On what date were you informed of the Stage One outcome?	
Please indicate which of the following applies (tick):	
A Stage One complaint rejected as a result of a procedural irregularity	
An upheld Stage One complaint where, as a result of a procedural irregularity, the proposed remedy does not address all of the factors	

SECTION D - Please ensure that you have attached the following

A statement that fully explains the basis on which you are making the Complaint	
Any supporting evidence	

SECTION E – DECLARATION

I confirm that the information given on this form and in the supporting documents is true to the best of my knowledge and belief.	
Signed	
Date	

What happens next?

The Partnerships Office will write to you within 5 working days, acknowledging receipt of your Stage Two Complaint.

The Head of Partnerships will consider the evidence. If the Head of Partnerships is satisfied that there is evidence of a procedural irregularity, your Complaint will be upheld. If the Head of Partnerships is not satisfied that there is evidence of a procedural irregularity, the Complaint will be considered further by the Academic Director of Partnerships/Academic Director of Taught Programmes, as appropriate.

Still not happy?

If you are dissatisfied with the Head of Partnerships decision, you have no further right of appeal within the partner institution or the University. However, you can complain to the Office of the Independent Adjudicator for Higher Education (OIA), an independent body which hears students' complaints once a university's own procedures have been completed.

Staff at Partner Institutions involved in Academic Appeals and Academic Complaints. The Appeal/Complaint Administrator is the point of contact for the Stage One Appeal/Complaint form and will advise on where to access further support and guidance, and whether support can be provided by the Union of UEA Students:

Brooksby Melton College

Appeal and Complaint Reviewer – Director of Curriculum (GFE & HE)
Appeal and Complaint Administrator – Curriculum Administrator (Executive office)

Easton&Otley College:

Appeal/Complaint Reviewer – Vice Principal
Appeal/Complaint Administrator – HE Administrator

Institute of Health and Social Care Studies in Guernsey:

Appeal/Complaint Reviewer – Head of the Institute
Appeal/Complaint Administrator – Senior Institute Administrator

INTO UEA:

Appeal/Complaint Reviewer – Centre Director
Appeal/Complaint Administrator – Academic Support Manager

London Academy of Diplomacy:

Appeal/Complaint Reviewer – Director
Appeal/Complaint Administrator – Programme Manager

Mountview Academy of Theatre Arts:

Appeal/Complaint Reviewer – Academic Director
Appeal/Complaint Administrator – Senior Programme Manager

Any queries regarding Stage 2 Appeals and Complaints should be emailed to partnerships@uea.ac.uk