



## **021b. - Stage 3 Individual Complaint Form\_ Request for Review**

## IFG Student Complaints Procedure

### Stage 3: Request for Review of a Stage 2 Complaint Outcome

### Individual Complaint Form

This form is to be used by individual students wishing to make a Stage 3 Request for Review of a Stage 2 Complaint Outcome under the IFG Student Complaints Procedure. If you are a lead student of a Group Complaint wishing to make a Stage 3 Request for Review, please use the Stage 3: Request for Review GROUP COMPLAINT FORM

Please read Stage 3 of the [IFG Student Complaints Procedure](#) before completing this form.

To make a Stage 3 submission under the Student Complaints Procedure, you must submit the following:

- Your fully completed Stage 3: Request for Review of a Stage 2 Complaint Outcome Form
- A copy of your Stage 2 Outcome Letter
- A copy of your original submitted Stage 2 Complaint Form
- Any new evidence that you wish to submit, which was not considered with the original Stage 2 Complaint

You do not need to resubmit the evidence submitted with your Stage 2 Complaint, unless we request this from you. However, you may include or draw attention to any evidence that was submitted with the Stage 2 Complaint, as part of this Stage 3 submission, if you believe this to be material to your Request for a Review.

Your full Stage 3 submission should be submitted to the Executive Director via email on:

[XXXXXXXXXXXXXXXXXX].

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#### 1. Your Details

- Full Name:
- The name you are known as:
- Student Number:
- Course:
- Year of Study:
- Alternative Contact Email (*we will use your IFG email when communicating with you about your complaint, but please provide an alternative email that we can use as well*):
- Contact Phone number:

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#### 2. Details of your Stage 2 Complaint

- Date Stage 2 Outcome Letter received (DD/MM/YYYY):
  - Brief summary of the issues raised in your original Stage 2 complaint:

### 3. Grounds for Requesting a Review

*(Please select one or both grounds below and provide supporting explanation and evidence for each.)*

**[ ] i) New Evidence:** Significant new information or evidence that could not have been, or for good reason was not, made available at the time of the Stage 2 investigation, and that warrants further consideration.

**[ ] ii) Procedural Irregularity:** Evidence of significant procedural error or irregularity during the Stage 2 investigation, including allegations of prejudice or bias, that warrants further consideration.

**[ ] iii) Unfair/Disproportionate Stage 2 Outcome:** The Stage 2 Outcome is unfair and/or has or will likely have a disproportionate impact on the Complainant

Please provide a detailed explanation of:

- why the Stage 2 Complaint Outcome is unsatisfactory;
- how your case meets the ground(s) set out above under which you are making your Request for a Review of the Stage 2 Outcome, and
- refer to any evidence that you are submitting which you believe demonstrates your case meets the ground(s):

*(There is no word limit or character limit)*

### 4. Desired Outcome / Resolution(s)

Please clearly state the outcome(s) and/or resolution(s) you are seeking from this review:

### 5. Evidence submitted in support of your Stage 3 Request for Review

List all supporting evidence that you are including for consideration with your Stage 3 Request for Review (e.g. *emails, letters, screenshots, meeting notes, text/online messages, social media posts*).

*\*NB you do not need to resubmit evidence already submitted in support of your Stage 2 Complaint unless you believe it to be material to the case you are making as to why your Stage 2 Outcome warrants review*

| Evidence No. | Description of Evidence | Format (eg email, letter, screenshot etc) | Notes/Relevant information you want us to know about this evidence ( <i>eg is it to follow?</i> ) |
|--------------|-------------------------|---|---|
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### 6. Declaration

I confirm that the information provided is true and accurate to the best of my knowledge. I understand that this review is not a full reinvestigation of my original complaint.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_