

Student Complaints Review Request Form (Stage 3 - Review)

Students are advised to read the Student Concerns & Complaints Policy and Procedure before completing this form. Completed forms should be emailed to complaints@lcca.ac.uk.

This form is for requesting a Stage 3 Review of a Stage 2 outcome. It must normally be submitted within one month of the date of your Stage 2 outcome letter.

How to complete this form effectively

- Be specific – refer to particular sections of the Stage 2 report, and to relevant paragraphs of the policy.
- Address the grounds, not the original complaint. A Review looks at how Stage 2 was handled, not at the complaint afresh.
- Attach your Stage 2 outcome letter and any evidence supporting your grounds.
- If you are submitting late, explain the exceptional circumstances in Section 5.

Section 1: Student Details

Student Name		Course	
Student ID		Cohort	
LCCA Email		Level of Study	

Reasonable adjustments. If you need an adjustment to take part in the complaints process – a different way to submit, extra time, or support at a meeting – describe it here. Asking will not affect the outcome of your complaint.

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Is this a group complaint?

☐ Yes ☐ No

If YES, name of Lead Correspondent

For group complaints, list all student names and email addresses:

Section 2: Stage 2 Details

Date of Stage 2 outcome letter	
Name of Investigating Officer for Stage 2	

Section 3: Stage 2 Outcome Status

Was your Stage 2 complaint:	☐ Not Upheld ☐ Partially Upheld ☐ Upheld
If Partially Upheld or Upheld, was a remedy or resolution offered?	☐ Yes ☐ No
If YES, did you accept or reject this remedy?	☐ Accepted ☐ Rejected
If rejected, please explain why the proposed remedy was unsatisfactory:	

Section 4: Independent Advice

Have you sought independent advice before submitting this review request?	☐ Yes ☐ No
If yes, please state from whom:	

Students are encouraged to seek independent advice before requesting a Stage 3 Review. The Student Complaints Service, Student Services, and Course Representatives can offer guidance on the review process, although they cannot advise on the merits of your case.

Section 5: Grounds for Review

A Stage 3 Review can only be requested on one or more of the following grounds. Please tick the ground(s) that apply and give a detailed explanation in Section 6.

☐	Ground A: Procedural Irregularity. I believe a procedural irregularity occurred in the handling of my Stage 2 complaint which materially disadvantaged me.
☐	Ground B: New and Relevant Material. I have new, relevant evidence that was not available when the complaint was first submitted.
☐	Ground C: Unreasonable Decision. I believe that the Stage 2 decision was unreasonable in all the circumstances.

Important. The Stage 3 Review will not consider issues that were not cited for investigation in the Stage 2 process.

Section 6: Detailed Grounds for Review

For each ground selected in Section 5, give a detailed explanation below. If you are submitting after the one-month deadline, complete the first box as well.

If submitting LATE: explain the exceptional circumstances that prevented timely submission.

If you selected Ground A – Procedural Irregularity: (a) Which procedures were not followed? (b) How did this disadvantage you?

If you selected Ground B – New and Relevant Material: (a) What is it? (b) When did it emerge? (c) Why was it not available earlier? (d) How does it support your complaint?

If you selected Ground C – Unreasonable Decision: (a) Why was it unreasonable? (b) Which specific findings do you dispute, and why?

Section 7: Supporting Evidence

#	Description of evidence
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

You must attach a copy of your Stage 2 outcome letter, together with any supporting documentation relevant to your grounds for review.

Section 8: Desired Outcome

What outcome are you seeking? For example, “refer back to Stage 2 for re-investigation”, or a specific alternative resolution.

Section 9: Other Resolutions

Please outline whether you would like any additional mediation or conciliation to help resolve this complaint:

Section 10: Student Declaration

By signing this form:

- ✓ I declare that the above information is accurate and true and that I would be willing to answer further questions if necessary.
- ✓ I confirm that the details of this review request are complete.
- ✓ I confirm that I am requesting this review on the grounds specified in Section 5 of this form.
- ✓ I understand that the Stage 3 Review will assess whether the Stage 2 investigation followed proper procedures, whether new and relevant material exists, and whether the outcome was reasonable.
- ✓ I understand that the Stage 3 Review will not consider new issues that were not part of the Stage 2 complaint.
- ✓ I consent to the information contained within this form being shared with relevant College staff, including members of the Complaints Review Panel.
- ✓ I understand that if my review request is submitted late, it will only be considered if I can demonstrate exceptional circumstances.
- ✓ I confirm that I have read and understand the Student Concerns & Complaints Policy and Procedure.
- ✓ I confirm I have included all relevant documentary evidence to support my review request, including my Stage 2 outcome letter.

Student Signature (Print name)	
Date	

Section 11: For Office Use Only

Receiving Officer	
Date Received	
Date Stage 2 outcome was issued	
Days since Stage 2 outcome	
Submitted within deadline?	☐ Yes ☐ No
If late, exceptional circumstances accepted?	☐ Yes ☐ No ☐ N/A
Case Log Ref	
Grounds for Review accepted?	☐ Yes ☐ No
Decision made by (if rejected at eligibility)	
Date CoP issued (if rejected)	
Date Panel convened (if accepted)	

Data Protection Notice: The information provided on this form will be processed in accordance with LCCA's Privacy Notice and the UK General Data Protection Regulation (UK GDPR). It will be shared only with those who need it to consider and resolve your concern or complaint, and retained in line with LCCA's Data Retention Schedule.