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| Student Concerns and Complaints: Formal Stage  **Concern Review Form** |

In accordance with the formal stage of the University’s **Code of Practice on Student Concerns and Complaints**, a student may submit this form to request that his/her concerns be reviewed by the Head of School or Professional Services (or nominee) or by Student Conduct, Complaints and Appeals.

The **Concern Review Form** may be submitted if the student’s concerns remain unresolved following initial consideration (where appropriate) by a relevant member of staff. The form must be submitted within **one month** of the date of the initial response from that member of staff (where applicable).

The Code of Practice on Student Concerns and Complaints and this form are available at: <https://intranet.birmingham.ac.uk/as/registry/policy/complaint-appeal/complaints/index.aspx>

Students are advised to consult Guild Advice at the **Guild of Students** for advice and support in relation to raising and pursuing their concerns: [guildadvice@guild.bham.ac.uk](mailto:guildadvice@guild.bham.ac.uk) or 0121 251 2400 or <https://www.guildofstudents.com/support/guildadvice/who-we-are-guild-advice/>.

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| **Section A: Student Details** |

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| Name |  |
| ID number |  |
| Programme of Study |  |
| School or Department |  |
| E-mail address |  |

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| **Section B: Details of concerns** |

Please explain your concerns clearly, including the following information:

* What your concerns are and why;
* A description of the outcome so far (if you have already raised the matter with an appropriate member of staff);
* Why you feel that your concerns are unresolved

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(Please continue on a separate sheet if you need to. Please number the pages clearly.)

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| **Section C: Redress** |

Please state clearly what redress you are seeking (e.g. an apology, a return of overpaid fees):

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| **Section D: Supporting documentation** |

Please ensure that you have enclosed any relevant supporting documentation to help the Investigating Officer consider your concerns fully. This should include the following:

* *Evidence or other documentation which supports the concerns you are raising*
* *Emails or other correspondence in which you have already raised your concerns with an appropriate member of staff (if applicable)*
* *The response from that member of staff (if applicable)*

If you have enclosed any other documentation, please indicate the nature of the documentation (e.g. email correspondence):

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| **Section E: Further Information** |

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| Have you sought advice from Guild Advice when completing this form? | Yes | No | prefer not to say |

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| Do you feel you require specific disability related support with this process? If so, please give details. | | |
| If yes to the above, are you happy for this information to be shared with your School? | Yes | No |

Please ensure that you have completed all sections of this form and enclosed all relevant supporting documentation.

Please submit your form and supporting documentation to [student-complaints@contacts.bham.ac.uk](mailto:student-complaints@contacts.bham.ac.uk)

Please note that, by signing this form, you are authorising the Investigating Officer to consider this form and related information regarding your concerns.

Signature: Date: