**STUDENT GRIEVANCE SUBMISSION FORM**

In exceptional circumstances a student may be eligible to submit a grievance to the University Council to seek a resolution via the University’s internal procedures. Grievances may be submitted **only if** a student is able to fulfil one or both of the following criteria:

* There was a procedural irregularity in the conduct of the case;
* There is new evidence that can be substantiated, including exceptional circumstances, which was not known at the time and may have affected the outcome had it been known to the Committee and that there is a valid reason for not making it known at the time.

The grievance form **must be submitted within 14 days of the outcome of the previous process** e.g. academic appeal, Discipline Committee, Fitness to Practise, academic misconduct or a complaint. Further guidance on the grievance process can be found at:

https://www.keele.ac.uk/legalgovernancecompliance/governance/grievances/

**Section A: PERSONAL INFORMATION**

|  |  |
| --- | --- |
| Surname: |  |
| First name: |  |
| Student Number: |  |
| Keele Email Address: |  |
| Alternative Email Address (if Keele email disabled): |  |
| Programme: |  |
| Year of Study: |  |

**Section B: GROUNDS FOR GRIEVANCE – please tick as appropriate**

Procedural irregularity in the conduct of the case;

There is new evidence that can be substantiated, including exceptional circumstances, which was not known at the time and may have affected the outcome had it been known to the Committee and that there is a valid reason for not making it known at the time.

**Please tick which process you wish to submit a grievance against:**

Outcome of an Academic Appeal  Outcome of a Fitness to Practise Case

Outcome of a Complaint to the University  Other

Outcome of a Discipline Case

Outcome of an Academic Misconduct Case

**Please tick here to consent to the University processing any *sensitive personal data* you have provided in your grievance in accordance with the accompanying guidance and privacy notice.**

**Please tick here to confirm that where you are providing personal and/or sensitive information *about another person*, you have told that person you are doing this and have told them how the information will be processed.**

**I declare that the information that I have given on this form and the accompanying documents is true.**

|  |  |  |  |
| --- | --- | --- | --- |
| Signed |  | Date |  |

**Statement of Grievance**

Please provide below a statement of your grievance to the University Council. Please include as much information as possible to support your claim. **You are strongly advised to contact the Advice and Support Service (ASK) in the Students’ Union who will be able to provide independent advice on how to make a claim**. Please provide any further documentary evidence in **electronic format**, and submit these alongside your statement to [grievances@keele.ac.uk](mailto:grievances@keele.ac.uk).

**Please provide your statement here:**

**Privacy Notice and how we will process your information**

The information that you give in your grievance, together with any supporting evidence, will be processed by the following:

* **Members of the Governance Team** who process your grievance;
* **Representatives from your School(s)** who may be asked what information your School(s) Exceptional Circumstances Panel knew about when processing your grievance (if the information is not readily available in eVision) or to comment on any procedural irregularity. The information will only be given to those staff in your School who are able to respond to the issues raised. You will be allowed to see and comment on any information the School provides.
* Any other person or service named in your grievance who we may need to contact to check the issue you have raised**.** e.g.Finance, Disability & Dyslexia Services**,** IT Services**.**
* **The Secretary to Council** who will consider your grievance and provide and outcome.
* Where the grievance is more complex or requires further exploration of the evidence, your grievance may be considered by a **panel convened from three members of the University Council.**

Other than verification checks your data will not be shared with any third parties without your further consent.

The grievance process relies on making known any information which may influence your case regardless of whether it is personal or embarrassing. If you do not wish certain sensitive information to be made known, you can specify that information be shared only with the Governance Officer dealing with your case and the Secretary to Council who makes the final decision. In exceptional cases a letter from a doctor or counsellor confirming that the circumstances are very exceptional, and how these may have affected your ability to study, will be acceptable.

Our legal basis to process your grievance data

The provision of a grievance process is provided as part of the contract we have with our students; and as part of our public task as a University.

Where you have provided any sensitive personal data (Special Category\*) we will need your explicit consent in order to process this information. If you do not consent to us processing your sensitive personal data, then we will remove this data from your submission and this will not be considered. Please also see above for information on what to do if you do not wish certain personal information to be made known.

\*This includes data related to your health, racial or ethnic origin, religious or philosophical beliefs, trade union membership, sex life, sexual orientation or genetic/biometric data.

Personal Data of others

Please do not submit any unnecessary personal information, particularly about third parties. For example, if your exceptional circumstance are based around the health of a family member, we do

not need to see detailed information about that person. Instead we need to see evidence about how the circumstances affected you. If you do decide to give information and any supporting evidence about another person, it is your responsibility to tell that person that you have done this and how the University will be processing their information.

How long we will retain your data

As stated in the University’s retention schedule, information regarding your grievance will be kept securely for 6 years following the last action on the case.

Further privacy information

The University’s full Student Privacy Notice, which contains further information and details your rights (including withdrawing consent), can be found at:

<https://www.keele.ac.uk/legalgovernancecompliance/legalandinformationcompliance/informationgovernance/checkyourinformationisbeinghandledcorrectly/students/>