**KEELESU AND KPA COMPLAINT REVIEW REQUEST FORM**

Under [section 22.2 (m) of the Education Act 1994](https://www.legislation.gov.uk/ukpga/1994/30/section/22), the University must provide a complaints procedure for students who have exhausted the internal processes of Keele University Students’ Union (KeeleSU) or the Keele Postgraduate Association (KPA) and remain dissatisfied with the outcome.

This procedure allows for students who are dissatisfied with their dealings with either KeeleSU or the KPA or claim to have been unfairly disadvantaged by opting out of KeeleSU/KPA membership to ask the University to review the outcome of their case.

When the processes within KeeleSU or KPA have been concluded, and the student remains dissatisfied, the student may submit a complaint to the University Council on the basis of the following grounds:

1. Procedural irregularity prior to or in the conduct of the investigation of the matter by KeeleSU/KPA; or if
2. There is new evidence that can be substantiated that was not known at the time and there is a valid reason for not making it known at the time.

Complaints should be submitted by completing this form and either emailed to governance@keele.ac.uk, or sent to Secretary of Council, C/O Governance, Keele University, ST5 5BG.

Any complaints should be submitted to the Secretary of Council **within 14 calendar days of the date of the outcome letter from KeeleSU/KPA.**

**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 REVIEW REQUEST– please tick as appropriate**

[ ]  Procedural irregularity in the conduct of the case;

[ ]  There is new evidence that can be substantiated, including extenuating 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 here to consent to the University processing any *sensitive personal data* you have provided in your complaint 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 |  |

**Section C: REVIEW REQUEST**

Please provide, below, a statement explaining why you wish your complaint to be reviewed by the University Council. Please include as much information as possible to support your claim. Please provide any further documentary evidence in **electronic format** and submit these alongside your statement to governance@keele.ac.uk.

<insert statement here>

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

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

* **Members of the Governance Team** who process your request;
* **Representatives from KeeleSU/KPA** who may be asked for information on your complaint and how it was investigated (if the information is not readily available in your submission) or to comment on any procedural irregularity. The information will only be given to staff in who are able to respond to the issues raised. You will be allowed to see and comment on any information provided;
* Any other person or service named in your request who we may need to contact to check the issue you have raised**;**
* **The Secretary to Council** who will consider your initial submission and decide if you have a case for review;
* Where the case is more complex or requires further exploration of the evidence, your request may be considered by a **member of the University Council.**

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

The review 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 case, will be acceptable.

Our legal basis to process your request data

The provision of a review 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.

How long we will retain your data

As stated in the University’s retention schedule, information regarding your case 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/informationgovernance/checkyourinformationisbeinghandledcorrectly/privacynotice-students/>.