# Group review request

**Use this form request a review of a group complaint**

*Please read these guidance notes before submitting your request*

## Accessibility

If you require this form, or any documents it refers to, in hard copy or any other format please contact the [Student Casework team](mailto:complaints@edgehill.ac.uk).

**Requesting a review of a group complaint**

The group must nominate a lead student to request the review on its behalf. The lead student will:

* complete and submit this form on behalf of the group
* liaise with all the students in the group and provide regular feedback to them
* be the single point of contact about the review. We will communicate with the lead student and all correspondence will be sent to the lead student
* represent the group at any meetings with the University concerning the review

Please note, other students may not join a group complaint at the review stage.

**Evidence to support your case**

If you are requesting a review because new evidence has come to light, you must include the new evidence. You must also explain why you were unable to provide the evidence earlier. We may ask you for further evidence to support your reasons.

**Time limit**

You must submit your complaint within *14 calendar days* of the date you were informed of the outcome of your formal investigation.

## Where can I get help, guidance, or support?

[Edge Hill Students’ Union](https://www.edgehillsu.org.uk/) is an independent organisation and provides free advice, guidance and representation. The [Student Casework team](mailto:complaints@edgehill.ac.uk) manages the complaints process. They can answer any general queries you have about how to make a complaint and how the process operates.

## I have a disability – where can I get help guidance or support?

The [Inclusion team](https://www.edgehill.ac.uk/studentservices/inclusive/) is based in Catalyst and can provide help and support for students who have disabilities. Even if you have not previously disclosed your disability, we encourage you to do so if you make a complaint. This is because we want you to be able to participate fully in the complaints process and can offer support and/or reasonable adjustments to make this happen.

## Who do I contact with queries?

Please email the [Student Casework team](mailto:complaints@edgehill.ac.uk) with any queries

## Where do I send the completed form?

Send your completed form and supporting evidence to the [Student Casework team](mailto:complaints@edgehill.ac.uk) or send hard copies of your form and evidence to the Student Casework team, Edge Hill University, St Helens Road, Ormskirk, Lancashire L39 4QP.

Please read the [complaints procedure](https://www.edgehill.ac.uk/documents/complaints-procedure/) or the [student guide to complaints](https://www.edgehill.ac.uk/documents/complaints-procedure/) for full details.

# Request for review of group complaint

# To be completed by the lead student

We will contact you via your University email address throughout this process. If your University email account is no longer active, please provide an alternative email address below.

| **Lead student’s name**: | **Student ID number**: |
| --- | --- |
| **Programme title**: | **Year of study/cohort**: |
| **E-mail address**: | **Telephone**: |
| **Postal address including postcode:** | |

## Accessibility

As lead student, do you have a disability which may impair you in requesting

the review on behalf of your group? (*delete as appropriate)* Yes / No

Have you declared your disability to the Inclusion team?

*(delete as appropriate)* Yes / No

Do you give your consent for the Inclusion team to share information about

your disability with the Student Casework team? (*delete as appropriate)* Yes / No

## Group members

You must tell us who is part of the group requesting the review. Please complete the table at the end of this form. You must have the permission of every person to include them in the request for review.

## Grounds for review

Please tell us on which of the following grounds you are requesting a review. You may tick more than one box.

| The formal investigation was not conducted fairly |  |  |
| --- | --- | --- |
| The formal investigation failed to take account of relevant material |  |  |
| New evidence has come to light which would have materially affected the investigation outcome had it been included |  |  |
| The decision reached by the formal investigation was wholly unreasonable |  |  |

## Reasons for review

Please use the space at the end of the form to provide a detailed explanation of why you are requesting a review.

## Resolution sought

Please detail below what resolution you are seeking.

|  |
| --- |

## Student declaration (please read and sign. A typed name is acceptable)

# By signing this form as lead student, I confirm that the information contained in this group complaint is true to the best of my knowledge and belief.

Signature: ………………………………………………………. Date:………………………

|  |  |  |
| --- | --- | --- |
| Tick this box if you have included evidence to support this complaint |  |  |

Please email this form and your evidence to the [Student Casework team](mailto:complaints@edgehill.ac.uk), or send your hard copy to the Student Casework team, Edge Hill University, St Helens Road, Ormskirk, Lancashire, L39 4QP.

We will acknowledge receipt of your complaint and tell you who has been appointed to investigate it. If we are unable to complete our investigations in the usual timeframe, we will tell you and keep you informed throughout the process.

## Full details of your complaint

Please provide full details of your complaint below. The box will expand as you type.

|  |
| --- |

# Details of group requesting review

Please provide details of all the students who are part of the group requesting this review.

| **Student name**  Please provide full name as used at enrolment | **Student ID number** | **Programme title** | **Year of study/cohort** |
| --- | --- | --- | --- |
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*Please add more rows to this table if necessary.*