

## Complaint Review 2024/5

A student can request a review of the outcomes of a complaint process on the following grounds:

- New material evidence is available that could not be provided earlier.
- The student has evidence that the procedure for complaint was not followed correctly.
- The student believes the remedy is not proportionate to the problems experienced.

Following either Eligibility assessment or complaint outcome, the student may request a review on the grounds noted above. Complaint reviews are to be requested within 10 working days of the outcome being issued to the student. The student is asked to complete the form with all relevant information stating the grounds and rationale, providing evidence and noting requested remedy.

