**Final Review Form**

**Request to have a decision on an external complaint reviewed by a member of the University’s Senior Directorate**

**This form should be used if you have received a Complaint Outcome letter following the consideration of a complaint under the University’s External Complaints Procedure and you wish to request that the decision be reviewed.**

On receipt of a Complaint Outcome letter, if you are not satisfied with the outcome or the remedy proposed, you may request that the complaint outcome be reviewed by a member of the University’s Senior Directorate.

Before completing this form, you should read the relevant External Complaints Procedure, taking particular notice of the section *Final Review* (Section 6.1).

This form should be typed, or completed in black ink, and sent to the Vice-Chancellor’s Office (Ref: Review of External Complaint Outcome), to be received no later than **15 clear working days** after the notification of the complaint outcome.

The Vice-Chancellor’s Office shall acknowledge receipt of your request for review normally within 5 clear working days. If you do not receive an acknowledgement within 5 clear working days, you should contact the Vice-Chancellor’s Office to ensure that your request for review was actually received.

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| All communications relating to this request for review during its process must be in writing and either emailed or posted to: | |
| **(for email)**  Email: [VCOffice@uwtsd.ac.uk](mailto:VCOffice@uwtsd.ac.uk)  Subject: Review of External Complaint Outcome | **(for post)**  Vice-Chancellor’s Office  (Ref: Review of External Complaint Outcome)  University of Wales Trinity Saint David  College Road  Carmarthen  SA31 3EP |

**The University will normally acknowledge receipt of your request for review and provide you with any updates and an outcome by post or email.**

**This form is available electronically on the University’s website:**

[**http://www.uwtsd.ac.uk/governance-management/external-complaints/**](http://www.uwtsd.ac.uk/governance-management/external-complaints/)

**THIS FORM IS ALSO AVAILABLE IN WELSH**

**SECTION A: Contact Details**

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| Name: |  |
| Address: |  |
| Telephone Number: |  |
| E-mail address: |  |

**SECTION B: Details of request for review**

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| What was the final decision on the complaint as stated in the External Complaint Outcome letter?  (this box will expand as you type or you may attach additional sheets) | | |
| Date of the External Complaint Outcome letter: | |  |
| Indicate the grounds on which you are requesting a review (tick the relevant box(es) and complete the relevant section of the form): | | |
|  | There were irregularities in the conduct of the external complaints procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred (please complete Section 1 below). | |
|  | The existence of relevant evidence and there are compelling reasons why this evidence was not provided earlier in the external complaints procedure (please complete Section 2 below). | |
|  | The complaint outcome was not reasonable given the circumstances of the case (please complete Section 3 below). | |

**Please note that requests on any other grounds will not be considered.**

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| **Section 1**  Please outline the nature of the irregularities in the conduct of the external complaints procedure and how such irregularities might, in your opinion, have affected the final decision on your complaint.  (this box will expand as you type or you may attach additional sheets) |

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| **Section 2**  Please provide details of the relevant evidence and explain the compelling reasons why this evidence was not provided earlier in the complaints procedure (you may need to support your explanation with independent evidence).  (this box will expand as you type or you may attach additional sheets) |

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| **Section 3**  Please explain why, in your opinion, the complaint outcome was not reasonable given the circumstances of the case (mere disatisfaction with the outcome will not be deemed as sufficient reason for undertaking a review).  (this box will expand as you type or you may attach additional sheets) |

**Supporting evidence:** List and describe any documentation which you have attached in support of your statement

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| (this box will expand as you type or you may attach additional sheets) |

**NOTE - REQUESTS FOR REVIEW RECEIVED MORE THAN 15 CLEAR WORKING DAYS AFTER OFFICIAL NOTIFICATION OF THE COMPLAINT OUTCOME WILL NOT NORMALLY BE CONSIDERED. THE VICE-CHANCELLOR’S OFFICE IS UNABLE TO PROCESS ANY REQUEST THAT IS INCOMPLETE, LACKS EVIDENCE OR DOES NOT PRESENT A CLEAR CASE FOR REVIEW.**

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| The information which I have provided is correct and complete to the best of my knowledge. I give my consent for this information to be disclosed to the relevant officers of the University who are responsible for considering requests for review of external complaint outcomes.. **I acknowledge that the University reserves the right to check on the validity of the document(s) I have submitted and / or the statements I have made.** | | | |
| **Signature:** |  | **Date:** |  |