

Student Complaint Appeal Form (Stage 2)

This form is for appealing the outcome of a formal (Stage 1) complaint under the TSE Student Complaints Policy, available at <https://thinkspace.ac.uk/about/policies/>. Please read the Policy before completing this form.

The completed form, together with any written evidence, should be sent to the Director at guym@thinkspace.ac.uk within 15 working days of the date of the Stage 1 outcome letter, clearly outlining the reasons for taking matters to Stage 2.

1 Your details

Full name	
TSE Student Number	
Programme of study	
Email address	
Date of this appeal	

2 Your Stage 1 complaint

Date your Student Complaint Form was submitted	
Date of the Stage 1 outcome letter	

3 Grounds for appeal

A Stage 2 appeal is a review of either the process of the formal complaint, to ensure that appropriate procedures were followed, or the decision, on the basis that it is perceived to be unreasonable. Please indicate the ground(s) on which you are appealing.

Ground (a): appropriate procedures were not followed at Stage 1 (Yes/No)	
Ground (b): the Stage 1 decision is perceived to be unreasonable (Yes/No)	

4 Reasons for your appeal

Please explain clearly why you consider the ground(s) selected above to apply, with reference to the Stage 1 process and outcome. Continue on a separate sheet if necessary.

Reasons	
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5 Evidence

Please list any written evidence submitted with this form, including any evidence not available at Stage 1.

Evidence attached	
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6 Outcome sought

Outcome sought	
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7 Declaration

I confirm that the information given on this form is true and accurate to the best of my knowledge. I understand that TSE will share the details of this appeal with those staff who need to be involved in its review, and that it will otherwise be handled confidentially in line with the Student Complaints Policy.

Signature	
Date	

What happens next

Within 15 working days of receipt, the Director will review the complaint and the associated evidence, and may request further evidence. If the appeal concerns the HPE or the Director, it will be forwarded to the Chair of the Board of Directors, who will appoint another senior member of staff. The outcome of the review will be sent in writing to all parties within 20 working days of the conclusion of the review, and is final. You will be issued with a Completion of Procedures letter, after which you may refer your complaint to the Office of the Independent Adjudicator (OIA) within 12 months.