# Review request form

*Please read the guidance document and use this checklist 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).

**When do I use this form?**

You can use this form to request a review of the outcome of a formal investigation into your complaint. However, your review must fall under one of the following grounds:

* The investigation was not conducted fairly
* The investigation failed to take account of relevant material
* New evidence has come to light which was not available when the formal investigation was conducted, and which may have affected the decision in a material way had it been considered in the original consideration
* The decision was, in all the circumstances, wholly unreasonable

**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.

## Who do I contact with queries?

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

## Where do I send my completed form?

Email 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 full [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 more details.

# Request for review

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 If your University email account is no longer active, please provide an alternative email address below.

If you need us to contact you by a different method, please contact the [Student Casework team](mailto:complaints@edgehill.ac.uk).

| **Name**: | **Student ID number**: |
| --- | --- |
| **Programme title**: | **Year of study/ cohort**: |
| **E-mail address**: | **Telephone**: |
| **Postal address including postcode:** | |

## Accessibility

Do you have a disability which may impair you in making your complaint?

(*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

## 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 I confirm that the above information about my 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 send this form and your evidence to the [Student Casework team](mailto:complaints@edgehill.ac.uk) or send your hard copy to 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.

## Detailed reasons for requesting a review

Please detail the reasons why you are requesting a review. The box will expand as you type.

|  |
| --- |