

Student Complaints Policy

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1. Introduction

Providing a high-quality educational experience is something that Magna Carta College (MCC) prioritises. However, students may develop concerns or encounter difficulties during the course of their studies. The process for students to raise complaints and submit appeals, making certain these are addressed fairly, transparently, and promptly, is outlined in this policy.

This policy informs students of their rights to make formal complaints and appeal decisions about their complaints. OfS regulations, the UK Quality Code, and other relevant external frameworks are complied with. While upholding fairness and ensuring that students are not disadvantaged for raising concerns, MCC is dedicated to resolving disputes efficiently.

2. Rationale

MCC aims to ensure that:

- There is a clear and accountable process for handling complaints
- Complaints are addressed impartially and consistently.
- MCC complies with regulatory requirements and expectations set out by the OfS and the UK Quality Code.
- Without fear of facing repercussions or unfavourable treatment, all students will be free to seek resolution and share concerns.

3. Aims and Objectives

Addressing all student complaints in a fair, efficient, and timely manner is the primary purpose of this policy. Specifically, the policy aims to:

- Provide a clear and accessible process for students to raise concerns.
- Ensure that complaints are managed impartially and with due regard for confidentiality.

3.1. Objectives

The objectives of this policy are to:

- Resolve complaints efficiently, ensuring all decisions are made fairly and consistently
- Offer a structured process for students to escalate complaints if they are dissatisfied with an initial resolution
- Ensure accountability by providing clear timelines and responsibilities for both complainants and those handling complaints
- Protect students from retaliation or disadvantage for submitting complaints

4. Complaints – introduction

4.1. Definition of Complaint:

Students may decide to make a complaint if they are unhappy about any unfair treatment they believe they have received. This may apply to the actions, comments or behaviour of any member of MCC staff, other student or stakeholder. Students may complain if they think the treatment or service they have received is unsatisfactory in some way and they want it to be addressed. Making a complaint will not disadvantage the student unless the complaint is classified as a vexatious or malicious complaint. This means that the complaint is clearly designed to cause harm to an innocent person. Such complaints will be treated as a form of misconduct and addressed in line with the Student Disciplinary Policy. See the section below on vexatious complaints. Complaints are defined by this policy as concerns raised by students or prospective students including current and former students, applicants or members of the public enquiring about MCC courses or services.

4.2. What Students can complain about?

Students can complain about their experience as a student including:

- Failure by MCC to meet obligations including those outlined in course/student handbooks, offer letter, enrolment form and Terms and
- Misleading or incorrect information in prospectuses or promotional material and other information provided by the MCC
- Concerns about the delivery of a programme, the quality of teaching or issues relating to professional services
- Poor quality facilities, equipment or amenities, learning resources or services provided by MCC
- If students feel they been bullied, harassed including sexual harassment or discriminated against in any way
- If a student alleges that an MCC has committed any misconduct including sexual misconduct.
- Complaints made by students or applicants about the admissions process or admissions decisions,

4.3. What this policy and procedures should not be used for

- a) If you wish to complain about the process or results of the assessment of academic work (refer to the Academic Appeals Policy)
- b) If you wish to accuse someone of harassment or sexual misconduct refer to the Harassment and Sexual Misconduct Policy

4.4. How to submit a complaint?

Students can use the MCC online reporting facility – [Student Support Desk](#) and complete the Complaints form available there.

Students can also contact the Complaints team via:

complaints@magnacartacollege.ac.uk and request the Complaint form and seek the guidance and support on how to make a complaint.

The copy of the Complaints policy and the complaint form is also available on the MCC website – www.magnacartacollege.ac.uk

4.5. Admissions Complaints

Applicants can file an appeal against admissions decisions or a complaint about admissions if they believe that the process has not been correctly followed.

An applicant may file an appeal if they have a reason to believe that:

- The decision was not made according to the published admissions criteria
- There was an administrative error or oversight in processing the application
- There is new evidence that may affect the decision and was not previously considered

Applicants can also submit complaints if they believe they have been treated unfairly or unprofessionally during the admissions process.

Applicants should follow this complaints policy when complaining about or appealing against an admissions decision. Admissions appeals can be submitted using the Complaints Form in the Appendix or on the MCC website.

Complaints will be processed in line with MCC's Complaints Policy. Where a complaint is upheld, MCC will take appropriate steps to address the issue and improve future practice. Applicants will not face any disadvantage for submitting an appeal or complaint in good faith.

5. General principles

These guidelines are aimed at helping students to understand the complaint's process.

All complaints will be treated as confidential, and will be handled with sensitivity by MCC staff at every stage of the process.

All MCC students and applicants have the right to complain to MCC and to have their complaint taken seriously.

A student who has recently interrupted, or withdrawn from their studies, or completed their studies, is entitled to submit a complaint, providing it is received within three months of their recorded last date of engagement.

Prospective students (i.e. those at the application stage), cannot use these procedures and should refer to the Admissions Policy and Procedure.

Students who are considering making a complaint may seek the advice and guidance of Student Support Staff, or any other staff member including their teacher

A group of students can use this procedure to make a collective complaint. However, the following criteria must be met before the complaint will be accepted:

- One member of the group must be identified as the main contact for purposes of communication.
- Each member of the group must submit their consent in writing and agree to abide by these regulations. They must include their full name and Student ID number.
- MCC will require evidence of consent from all group members before addressing a complaint made by one student on behalf of the group.

An individual student who has entered into a group complaint cannot then submit a complaint referring to the same issues raised in the group complaint unless they have new evidence, in which case they may submit a new complaint

Students or applicants are encouraged to raise any complaint themselves, however in some instances a complaint can be raised by a third party on behalf of the student or applicant, In such cases the following criteria must be met before the complaint will be accepted:

- The student or applicant must provide written (email or letter) confirmation, including their full name and student ID number if relevant, giving their permission for a named person to act on their behalf, before the complaint will be considered.
- In such cases the complainant will be copied into all correspondence by MCC, and MCC will not accept any responsibility for the actions of the third party.

MCC will accept withdrawal of permission at any time during the complaint process, if made in writing by the complainant.

MCC will treat all complaint information sensitively and will keep the identity of the complainant confidential where this is appropriate and possible. However, confidentiality cannot always be maintained. To ensure a fair process, individuals who are the subject of a complaint may need to be informed of the details of the allegations so they can respond. Where disclosure is necessary, MCC will inform the complainant before sharing any identifiable information

Generally, complaints will be treated as being against Magna Carta College and not against individual members of staff. Accordingly, any resolution will usually be offered by the College rather than by an individual. However, where a complaint indicates

inappropriate conduct by a member of staff and early resolution was not possible, the Complaint Manager should consider whether the complaint falls under the Employee Disciplinary Procedure. In that case, the matter will also be referred to the Human Resources Manager.

Anonymous complaints will not be investigated.

A written record will be kept of all emails, letters, meetings and telephone calls relating to the complaint and retained in a confidential file.

MCC will be as transparent as possible in responding to a complaint. Requests for access to certain documents will be considered within the boundaries of the UK General Data Protection Regulation (GDPR).

New evidence which is relevant to the original complaint may be submitted as it becomes available; however, this may increase the length of time taken to deal with the complaint.

Investigations into complaints will be carried out in a timely, objective and thorough manner, and any judgment made will be on the basis of the evidence provided by all parties.

If legal action is pending, MCC reserves the right to suspend internal investigations until such a time as the legal action is resolved.

Complaints will not be rejected on the grounds of minor procedural errors on the part of the complainant. Examples of minor procedural errors may include (this list is not exhaustive):

- Documents not being signed or dated (they should be returned for completion and then actioned)
- Complaints being received out of time. The complainant should be asked to explain why they are out of time – if the explanation is reasonable, the complaint will be accepted
- Minor discrepancies in factual data, such as dates, names etc. being incorrect.

6. STAGE 1 Procedures – Early resolution

Students are encouraged to make use of informal channels to resolve issues as soon as possible. This may involve the following:

- Complainants should first raise concerns informally with staff at the point the concern arises, such as their Teacher, Personal Tutor, the Course or Programme Leader, or members of the MCC Complaints Team (See below).
- At the early resolution stage, the individual staff member the complainant approaches with their concern will speak to the complainant and try to reach a satisfactory outcome. If in doubt, staff can refer the matter to their line manager. If there is a possibility that the line manager may be implicated in the complaint, staff should go to any other member of the senior management team
- This early resolution approach is generally more effective as it offers a quick solution and avoids the inevitable delays incurred in submitting and processing a formal complaint. The complainant should raise any concerns as soon as possible, and in any case within three months of the issue arising.
- It is expected that at this stage the matter would be resolved quickly and may be done in a face-to-face discussion, or an email conversation.
- Staff are expected to inform the authorities such as the Police if they believe that there has or may be any illegal activity or if there is a risk of harm to any individual. In such cases staff should also inform their line manager or senior member of staff at the earliest opportunity
- Staff should always offer a complainant the opportunity to deal with any complaint informally through early resolution before they make a stage 2 formal complaint.

7. STAGE 2 – Formal Complaint

If the student prefers not to have an early resolution, or the complainant remains dissatisfied with the outcome of the early resolution, or if the matters raised are particularly complex, the complainant may submit their formal complaint in writing on a **Notification of Formal Complaint Form** and send it to complaints@magnacartacollege.ac.uk

Complaints must be submitted within **three months** of the issue arising, regardless of whether or not it is first considered under the Early Resolution stage. It is important to include as much relevant information as possible and submit the form with supporting documentary evidence.

Anonymous complaints will not be accepted.

7.1. The Complaints Team

The Complaints Team is responsible for handling complaints at Stage Two of the complaints process and consists of the following members:

Registrar (Chair)
Head of Operations (Deputy Chair)
Registry Officer
Head of Programme
Head of Admissions
Head of Student Support

The Complaints Team requires three members including the Chair or Deputy Chair to be quorate

The Chair of the Complaints Team or their appointed nominee will conduct an initial assessment of the complaint to decide whether it requires an investigation. If the complaint is dismissed, the student will be informed, with full reasons why, and advice on any further action they may take. The student may appeal against the decision to dismiss the complaint by completing a Stage Three Request for Review Form (See Stage Three below).

The key questions considered in the initial assessment will be:

- Is this the appropriate procedure for the matter raised to be considered under?
- Was early resolution attempted? If not, can it be referred to that stage?
- Is it clear what the complaint is about, and which areas of MCC are involved?
- Has appropriate evidence been provided?
- What outcome is the student hoping for? Can that outcome be achieved?
- Is the complaint suitable for mediation?
- Should any additional assistance or support be provided to the student in taking this forward?

If the complaint is upheld after the initial assessment, the Chair of the Complaints Team or their appointed nominee will appoint an Investigating Officer within five working days, who has had no previous involvement in the complaint.

The Investigating Officer may be a member of the Complaints Team apart from the Chair

The Investigating Officer will carry out an investigation into the complaint within the timelines prescribed below. The Complaints Team will offer advice and guidance on any aspect of the procedure as required.

7.2. The investigation

The ***Investigating Officer*** will aim to contact the complainant within 5 working days from their appointment to confirm the main issues detailed in the complaint and let them know the expected decision date.

The Investigating Officer will undertake a thorough investigation into the matters raised in the complaint and compile a **report** setting out their findings and recommendations.

The Investigating Officer will aim to conclude the investigation within 20 working days of receiving the complaint, however this will depend on a number of factors, for example (this list is not exhaustive): the nature and circumstances of the complaint, the availability of resources and the availability of any members of staff or students who need to be interviewed.

The Investigating Officer must update the complainant regularly on progress, especially if there are any delays.

In certain circumstances, in order to facilitate the investigation, the Investigating Officer has the discretion to hold a meeting with the relevant parties including:

- the complainant
- any employee or student involved in the case.

7.3. Investigation meeting

The intention of holding a meeting is to give all parties a chance to share their views, and to clarify the salient points the complainant wishes to raise. The complainant and respondent can present their case in person, and all parties can ask to be accompanied to the meeting by one other person for support; this may be a friend, colleague or student representative. Neither party can be accompanied by legal representation. If either the complainant or respondent cannot attend, they should inform the Investigating Officer who will reschedule the meeting. If anyone fails to attend without warning the meeting will go ahead and the outcome will be reliant on the evidence available.

Normally the ***Investigating Officer*** will have prepared questions to ask the complainant at the meeting. The complainant will also be given an opportunity to provide additional information or evidence they feel is relevant to the case.

The **Investigating Officer** will make brief notes during the meeting (or may ask a note taker to attend). The notes are not intended to be a verbatim account of the meeting but are a summary of the key points discussed. The notes will be held on file and forwarded to the Complaints Team with the investigation report.

Recordings may be made during meetings only with the prior permission of all attendees.

7.4. Outcome of the investigation

Once the investigation is completed an outcome report will be written (using the template provided). The completed investigation report must confirm whether the complaint is upheld (fully or partially), or is not upheld, with reasons given to support the decision. When appropriate, the outcome report should also include details of any redress and/or remedial action which is being offered and recommendations for improvements in practice or regulations.

Each point raised by the complainant must be addressed individually and a response made within the outcome report. The outcome report must also list details of the investigation, including any meetings held (either in person or by telephone) as well as all evidence considered as part of the investigation.

All parties to the complaint have the right to see any and all evidence pertinent to the matter.

Some evidence may need to be redacted in certain circumstances to meet GDPR requirements.

On receipt of the outcome report the Chair of the **Complaints Team** or their appointed nominee will consider the report and make a decision whether or not to accept the findings, whether further investigation is needed or whether the report needs any amendments. They may call a meeting of the Complaints Team if they find it difficult to reach a decision.

The Complaints Team will be responsible for approving the final version of the outcome report and sending it in a **formal response** to the **complainant**. The response may include one or more of the following (this list is not exhaustive):

- There is no case to answer and the matter should not be pursued; or that it should be pursued under another procedure.
- The complaint appears to have substance and is sufficiently serious to warrant an apology.
- Another form of redress that can be offered to the student in writing.
- The matter is a disciplinary one in which case the matter should be referred under the relevant disciplinary procedure, and the complaints procedures is discontinued. In that case the complainant will be updated but may not be informed of the outcome of the disciplinary procedure, due to data protection legislation.

- The complaint is frivolous, malicious or vexatious in which case it will not be pursued, and a disciplinary allegation may be made against the complainant.

The outcome report will also include information about what the student needs to do if they wish to appeal against the decision.

The **student will be requested to confirm if they accept the outcome report** and any related form of redress, within **10 days** of the receiving the outcome report by email.

The student may confirm in writing if they wish to accept the recommendations and the redress; in this case the formal complaints procedure is then closed. Alternatively, the student may confirm in writing they wish to decline to accept the proposed resolution and the redress. They must then decide whether to pursue the matter, or not. If not, no further action is required. If they do wish to pursue the matter further and appeal against the decision in the Stage Two report outcome, they should go to Stage 3 – Review (see below).

Note: This must be done within 10 days of receiving the outcome report.

If the student does not respond within ten days of receiving the outcome report, a **Completion of Procedures letter** will be issued which states that the matter is closed.

If the Complaints team accepts the recommendation that the complaint is frivolous, malicious or vexatious, an allegation may be made against the student under the Student Disciplinary Procedures.

7.5. Redress

Redress is what is offered to the complainant if the investigation concludes that there should be a remedy offered to address the problems raised. Redress will fit the circumstances of the case and may include one or more of the following:

- a) an apology from MCC staff
- b) an opportunity to repeat the experience under better circumstances (not applicable to academic assessment process or results which constitute academic judgment)
- c) the return of a proportion of tuition fees, or other financial compensation
- d) any other appropriate action.

The **report outcome** notifying the redress is kept on the student's personal file and is treated in accordance with GDPR and the College's Data Retention Policy. If a request for review (see below) is not received within 10 days, then the Decision Letter constitutes the final stage of the complaint's procedures.

7.6. Other outcomes

When a complaint is made about a named member of staff, the investigation will consider the evidence available, including interviews with all parties. If the

investigation finds clear evidence of bad behaviour, the matter will be referred to the MCC H Staff Discipline Policy.

8. STAGE 3 – Review

If a complainant or respondent to a complaint is dissatisfied with the outcome of a stage two investigation, they can request a review. The review will not consider the case afresh or involve a further investigation and will not consider any new issues raised by the student.

Requests for review will only be accepted on the following grounds:

- a) The procedures during the formal stage were not followed properly
- b) The outcome was not reasonable given the circumstances presented
- c) New evidence has come available, which was unable, for valid reasons, to be provided earlier in the process and which would have had a significant ('material') effect on the decision.
- d) The complaint was upheld but the complainant is not satisfied with the remedial action proposed by the Complaints Team

Note: Students should use the **Request for Review Form** to identify their grounds for a review.

Completed forms should be submitted to **complaints@magnacartacollege.ac.uk** within 10 working days of receiving notification of the outcome of the stage two investigation.

A Request for Review will be allocated by the Complaints Team to a senior member of staff who has not been involved at any previous stage. This may be the Chief Operations Officer, Academic Dean or other member of the Senior Management Team (SMT). Reviewers will be asked to consider whether:

- a) the correct procedure as set out in this policy was followed during the formal stage
- b) the outcome was justified and reasonable including a proposal for remedial action if relevant
- c) new 'material' evidence has been provided, which may affect the outcome
- d) valid reasons have been supplied by the student for not submitting any new evidence during the stage two investigation

The Reviewer may either uphold the decision of the Complaints Team or refer the complaint back to the Complaints Team for reconsideration. The Reviewer may instruct the Complaints Team to reopen the investigation if new evidence has been presented.

This decision will be communicated to the student by email along with an explanation of the next steps in the process and the likely timeframe.

Note: Reconsideration of the case should be concluded as soon as possible. If a compelling case to overturn the decision is identified, appropriate action may be taken to ensure that the matter is resolved without further delay.

9. Appealing to External Bodies

Where a **Request for Review is not upheld**, this decision will be communicated to the student with a **Completion of Procedures letter** outlining the reasons for the decision.

Note: The decision of the Reviewer will be final. However, the complainant may have the right to appeal to external bodies under certain conditions as shown in the table below:

Conditions	Possible Action
If MCC a member of the Office of the Independent Adjudicator (OIA). If MCC is registered with the Office for Students (OfS) as an approved provider, it will become a member of the OIA.	The complainant may escalate their complaint to the OIA once they have completed MCC's internal procedures and received a Completion of Completion of Procedures. Such complaints must be submitted to the OIA within 12 months or receive the Completion of Procedures (CoP) letter from MCC.
If the course the complainant is taking course which leads to a qualification awarded by an awarding organization such as Pearson.	The complainant may appeal to the awarding organisation after completing MCC's internal appeals process, and only on matters within the awarding organisation's remit (e.g., malpractice, maladministration). For Pearson programmes students can complaint to https://support.pearson.com/uk/s/article/Students-Feedback-and-complaints
If the complainant is registered for an award from an MCC partner organization such as a university partner (e.g. Buckinghamshire New University)	The complainant may follow the partner's Complaints Policy.

10. Additional information

Rights of complainant and respondent

The complainant and respondent have the right to be accompanied at any meeting by a representative. Neither party can be accompanied by legal representation.

At all stages of the procedure disabled students have a right to reasonable adjustments under the Equality Act 2010. Other students may be provided appropriate support depending on available resources.

A person who is the subject of a complaint has the right to be represented, to express their side of the matter to the Investigating Officer Complaints Team, and see all evidence associated with the case.

MCC makes training available to all Senior Management Team members and other relevant employees in appropriate handling of complaints under these procedures. This training is conducted within two weeks after this policy is published on the MCC website. If the policy is amended at any time in the future, all relevant staff must be informed. New staff that join MCC if relevant must receive appropriate complaint handling training during their induction.

11. Definitions

Complaint: means either an oral statement or note/email made to an MCC employee

Days: means working days which for the purposes of these procedures are Monday to Friday but not bank holidays and days when MCC is closed to students and employees.

Respondent: is any person who is the direct subject of a complaint and who has rights to be interviewed, see evidence, participate in meetings, be informed of the outcome and be able to request a review of the outcome. It may also mean the person who is representing MCC in response to a complaint.

Our Address

Magna Carta College (MCC)

Address: 3rd Floor, The Urban Building 3-9 Albert Street,
Slough, SL1 2BE

12. Confidentiality and Data Protection

GDPR Regulations will be adhered to in the handling of all complaints and appeals. Personal data will be stored securely for no longer than necessary which is normally not more than **6 years** and will only be shared with those directly involved in the investigation. Students are assured that their complaint or appeal will remain **confidential**, with data used only for the purposes of resolving the issue Data will also be shared with the authorities such as the Police if requested.

13. Policy Review

To account for any updates in legislation and to remain in compliance and relevant regulations, this policy will be reviewed **annually**. By incorporating feedback from **staff** and **students**, the clarity, fairness, and effectiveness of procedures will be ensured.

Figure 1 Student Complaints Process diagram

The MCC Complaints Process

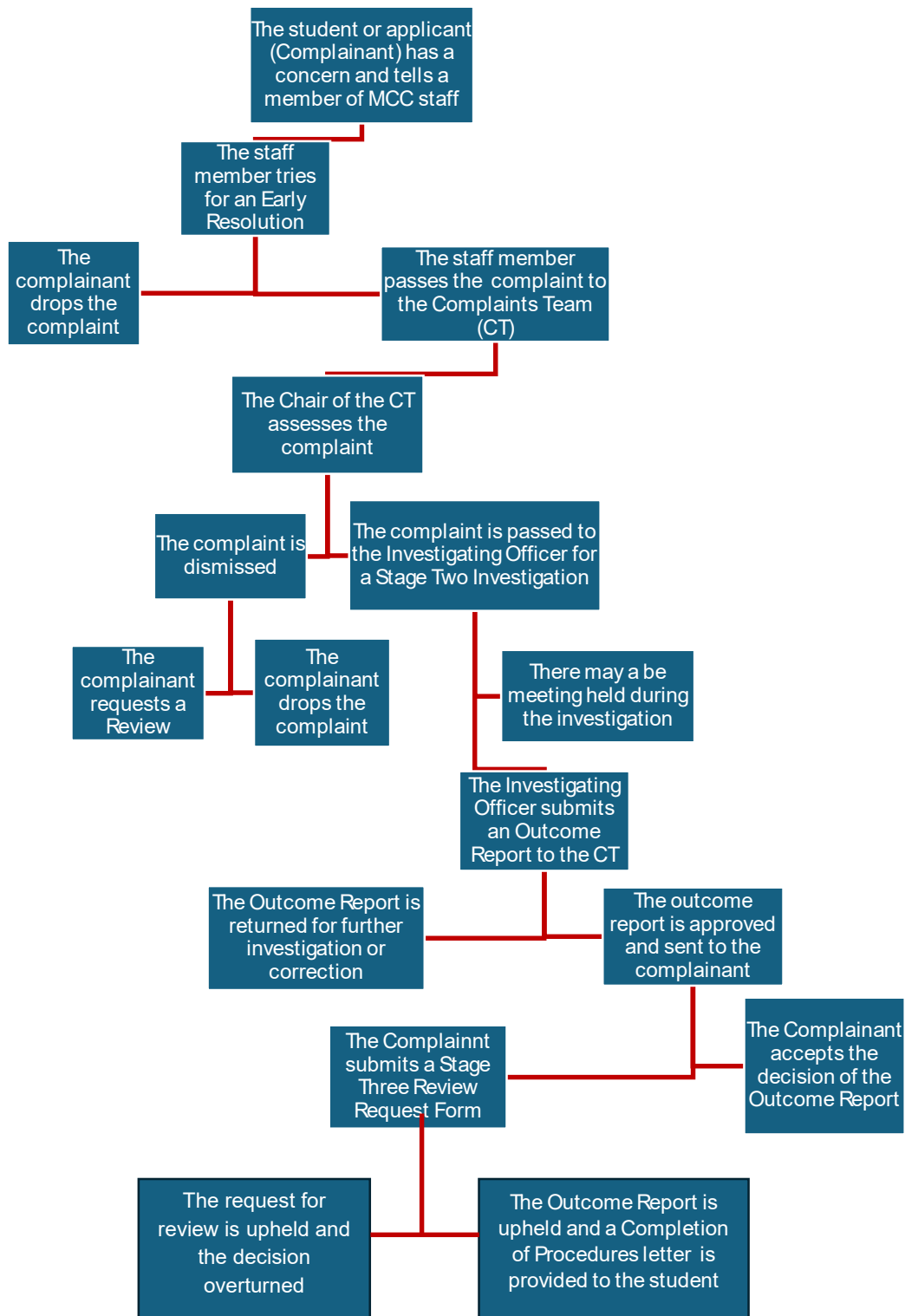


Figure 2 Student Complaints Process - Key Timeline Summary

Stage	Timeline
Raise complaint	Normally within 3 months of issue arising
Chair of the Complaints team appoints an Investigating Officer or dismisses the complaint	Within 5 working days
The Investigating Officer contacts the complainant	Within 5 working days of appointment
The Investigation is completed	Normally within 20 working days
An Outcome Report is issued	Within 5 working days of the decision
The complainant may Request a Review	Within 10 days
The review is completed	Normally within 10 working days
OIA referral	Within 12 months of Completion of Procedures Letter

Appendix 1 Notification of Formal Complaint Form

Stage 2 - Notification of Formal Student Complaint

Section 1: Personal and Course Information:

Surname:			
First name:			
Student ID:			
Email address:			
Course Name:			
Course Leader name:			
Personal Tutor name:			
Contact Telephone:			
Are you registered Disabled with Magna Carta College	Yes ☐	No ☐	
Do you need help or support in making your complaint.		Yes ☐	No ☐

Section 2: Complaint Information

Date form submitted:			
Have you completed Stage 1 – Early Resolution	Yes ☐	No ☐	
	If no, please try to talk to someone about your complaints and see if it can be resolved quickly. If yes, Please provide the details below		
Details of Stage 1 - Early Resolution	Staff member name(s): Date of meeting: Outcome of meeting/Actions taken/ Reason dissatisfied: Evidence of Early Resolution engagement: email or meeting summary notes)		

Section 3.1: Complaint Details:

Please summarise the main points of your complaint below (add additional lines as necessary):

Section 3.2: Complaint Categories: Please select the category or categories that best describes your complaint (tick any that apply and provide the full detail under Section 3.3 Complaint details below):

- ☐ Course delivery or management
- ☐ Facilities and learning resources
- ☐ Academic Support
- ☐ Teaching quality
- ☐ Discrimination and/or harassment
- ☐ Student support services
- ☐ Welfare and wellbeing
- ☐ Financial

If you need any help or support or have any questions about the complaints process, please contact

Submission: complaints@magnacartacollege.ac.uk |

www.magnacartacollege.ac.uk

Magna Carta College, 3rd Floor, The Urban Building, 3-9 Albert Street, Slough, SL1 2BE

Declaration and Consent:

By submitting this form, I declare that the information I have provided here is true and accurate to the best of my knowledge.
I understand that Magna Carta College may need to share this information with relevant staff members and gather additional information as necessary to investigate and resolve the complaint.

Full Name

Student ID if applicable	
Date	

Appendix 2 Request for Review Form

Stage 3 Request for Review of a Student Complaint

This form must be submitted within 10 days of receiving the outcome of a Stage Two investigation into your complaint. If you are unable to submit it within 10 days, you need to provide an explanation.

Personal Information

Surname:	
First name:	
Student ID:	
Email address:	
Contact telephone:	
Do you have a disability or need any help and support to submit this form	Yes ☐ No ☐ If yes, please provide details:

Complaint Details

Date form submitted:	
Course name:	
Year of study:	
Date of Stage 2 outcome:	
Stage 2 complaint reference (if known):	

Ground(s)	Student statement	Supporting Evidence
☐ Procedural irregularity		
☐ Outcome not reasonable		
☐ New material evidence		
☐ Remedy/redress not reasonable or proportionate		

Outcome Requested

Explain what you would like the reviewer to decide or what action you believe should follow.

Submission checklist

- ☐ I have submitted this form within 10 working days of receiving the Stage 2 outcome or provided a suitable explanation for a delay
- ☐ I have selected at least one permitted ground for review
- ☐ I have explained clearly how each selected ground applies
- ☐ I have listed and attached all supporting evidence
- ☐ Where I rely on new evidence, I have explained why it could not reasonably have been supplied earlier
- ☐ I have stated the outcome I am seeking

Declaration and Consent

I declare that the information provided is true and accurate to the best of my knowledge.

☐ Yes

I consent to MCC sharing the details of this request and gathering information where necessary, to conduct the review.

☐ Yes

Student signature (typed name is acceptable):

Date:

Submit to: complaints@magnacartacollege.ac.uk

Magna Carta College, 3rd Floor, The Urban Building, 3-9 Albert Street, Slough, SL1 2BE