



UK

Formal student complaint notification form

SECTION 1: Personal details

Surname

First name/middle names

Year group

Address

E-mail

SECTION 2: Summary of complaint (Stage 1)

For Formal Complaints Stage 1: please outline your complaint in as much detail and as precisely as possible, including dates, times, locations, names, etc. were applicable.

SECTION 2: Request for review of decisions taken during Stage 1 (Stage 2)

For requests to review decisions during Stage 1: please clearly state the reasons why you feel the decision(s) taken were not appropriate.

SECTION 3: Complaint appeal (stage 3)

What are the key points of your review request?

[max 700 words]

There was an irregularity or error in the investigation

Please state clearly

- (i) what the procedural irregularity or error is
- (ii) any underlying facts, including key events and dates
- (iii) the evidence that supports this
- (iv) the impact you have faced as a result of this

The decision was unreasonable

Please state clearly

- (i) what aspects of the decision you consider to be objectively unreasonable,
- (ii) any underlying facts, including key events and dates
- (iii) the evidence that supports this
- (iv) the impact you have faced as a result of this

You were not provided with clear reasons for the decision

Please state clearly

- (i) which aspects of the decision you do not consider were supported with reasons or were unclear
- (ii) any underlying facts, including key events and dates
- (iii) the evidence that supports this
- (iv) the impact you have faced as a result of this

You have material evidence which has not yet been submitted and valid reasons why you have provided this evidence earlier

Please state clearly

- (i) what the new evidence is
- (ii) why you consider it to be relevant
- (iii) why you have not provided it earlier

Please list of all new items of evidence that you have submitted to be considered as part of the appeal. Any evidence you supply must be complete, relevant and proportionate, and it is your responsibility to provide this supporting evidence, and to decide what should be included. Please name the supporting evidence as relevant annex and brief description, for example "Annex A Email from ...".

Annex	Description of evidence	Author	Date	How does this support your request?
A				
B				
C				
D				
E				

What outcome would you like to see as a result of this appeal [max 500 words]

SECTION 5: Declaration (please tick to indicate your agreement)

I have read EM Normandie UK’s Complaints Procedure			<input type="checkbox"/>
I understand that EM Normandie UK may need to process personal details about me, which could include sensitive information, in order to investigate my review request			<input type="checkbox"/>
I understand that EM Normandie UK may need to exchange information about my review request within the EM Normandie Group and with other persons and organisations, including disclosing this completed Review Request Form and my accompanying evidence where necessary, (for example, to collect information or to seek statements from relevant persons or bodies)			<input type="checkbox"/>
The information I have given on this form is true, correct and complete, to the best of my knowledge			<input type="checkbox"/>
Signed:		Date:	

Submit this form and all evidence to complaintsoxford@em-normandie.co.uk

Annex 1 – Control table

Version	v1	Name	Role	Date
Created by :		Birgit Muller	Office Manager	Feb 2023
Approved by :		Miriam Schmidkonz, Principal		
Version	v2	Name	Role	Date
Reviewed by :		Birgit Muller	Office Manager	Aug 2024
Changes approved by :		Miriam Schmidkonz, Principal		
Version	v3	Name	Role	Date
Reviewed by :		Birgit Muller	Office Manager	Aug 2025
		Logo and control table added.		
Changes approved by :		Miriam Schmidkonz, Principal		
Version	v4	Name	Role	Date
Reviewed by :				
Changes approved by :				
Version				
Reviewed by :				
Changes approved by :				