

### GBS Stage 3 Student Complaints Review Form

If the response issued at the conclusion of Stage 2 is not considered by you to be satisfactory, you may request a review in writing within ten working days from the date of the notification of the outcome of the Formal Complaint.

The request for review can only be considered in the following circumstances:

- The complainant has evidence that there has been a material procedural irregularity;
- That there is evidence that all of the relevant information was not considered during the informal and formal stages;
- There is additional evidence that has not previously been considered and could not reasonably have been made available at an earlier stage.

When you have completed this form, please submit it to Academic Standards and Quality Office via [studentcasework@globalbanking.ac.uk](mailto:studentcasework@globalbanking.ac.uk).

#### **SECTION ONE – YOUR DETAILS:**

<b>Full Name:</b>		<b>Student ID:</b>	
<b>Course of study:</b>		<b>Address:</b>	
<b>Tel:</b>		<b>Email:</b>	

#### **SECTION TWO – REQUEST FOR REVIEW**

For your review to be considered you must tick at least one of the following options and provide details why you have selected this option.

<p><b>a) Evidence that there has been a material procedural irregularity <input type="checkbox"/></b></p> <p>Please give details why you have considered this and reference any further supporting documentation.</p>

**b) Evidence that all of the relevant information was not considered during the informal and formal stages**

Please give details why you have considered this and reference any further supporting documentation.

**c) Additional evidence that has not previously been considered and could not reasonably have been made available at an earlier stage**

Please give details why you have considered this and reference any further supporting documentation.

**What outcome are you seeking?**

**Details of any evidence submitted to support your request for review**

**SECTION THREE – STUDENT DECLARATION**

**STUDENT DECLARATION**

*Data Protection Act 2018- By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you and your personal data for the purposes of investigating and resolving your complaint and monitoring and evaluating the effectiveness of the student complaints procedure. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.*

***Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Dean of Students at Global Banking School.***

*I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. I agree that my complaint may be disclosed to relevant members of Global Banking School to the extent necessary for its consideration.*

*I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by GBS to the extent necessary for the consideration of complaint.*

**Student Signature .....** **Date: .....**

**GBS Staff Signature .....** **Date: .....**