





**Student Complaints Policy**

**Step 3: Review of Formal Complaint (Guidance and Review of formal complaint form)**

**Guidance about how to request a review of a formal complaint**

**Who should you contact about requesting a review of your formal complaint**

If you’re dissatisfied with the outcome of your formal complaint, you can ask for a review of a formal complaint by submitting a Review of formal complaint form. It’s important that the complaint has been considered at the formal stage before it can be taken to the review stage.

Timeline:  The review of a formal complaint form should be submitted within 14 days of the outcome of the formal complaint.

It’s important that you specific on what grounds you are asking for a review. These might include:

* a review of the procedures followed at the formal stage
* a consideration of whether the outcome was reasonable
* new evidence that could make a difference to the outcome and which the student could not reasonably have provided earlier in the process.

The review stage will not usually consider the issues afresh or involve a further investigation.

**What happens when you submit a request for a review of a formal complaint Form?**

The Corporate Governance Team will assess the form to check that the request meets the grounds for an appeal and the request has been submitted within our published timelines. This is normally 14 days from the outcome of the Formal Complaint.

If we progress your request, we will appoint a member of our Senior Management Team, who has not previously been involved in your complaint, to carry out the review. We will write to you to let you know what is being reviewed, and the purpose and extent of the review.

Timeline: the bpf will aim to complete the review of a formal complaint process within 28 days of receiving the request for a review of the formal complaint, although this may take longer if the complaint is very complex.

**What happens if you are making a request as a group**

The group should nominate a representative from the group who will be responsible for sharing the concern or complaint. The representative will be the main contact for the group and will liaise with the bpf on behalf of all group members.  It’s important that we receive written confirmation from each student that they wish to be included in the group request. This is because they may wish to make a separate request or have accepted the outcome of the formal complaint.

**What happens if your appeal is upheld or not upheld**

* If your appeal is **not upheld**, we will send you a Completion of Procedures letter within 28 days of the outcome of the review letting you know the reasons for the decision. We will also let you know about your right to submit a complaint to the Office of the Independent Adjudicator.
* If your appeal is **upheld**, we’ll write to you to let you know the outcome and the next steps we will take.

**Further support**

If you’re finding it difficult or if it’s upsetting to submit your request, our Learning Support Advisor is available to provide support and advice. They may be able to help you submit your request or signpost you to additional resources or support.

**Information and advice**

If you have any questions about the complaints procedure or would like more information about how your complaint will be considered, please contact the Corporate Governance Team.

Email:  [complaints@bpf-psychotherapy.org.uk](mailto:complaints@bpf-psychotherapy.org.uk)

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**Review of formal complaint form**

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| --- | --- |
| **Section 1: Your details** | |
| Title |  |
| First Name |  |
| Surname |  |
| Address & postcode |  |
| Telephone contact number |  |
| Email address |  |

|  |  |
| --- | --- |
| **Section 2: Your studies** | |
| Name of course |  |
| Year of study |  |

|  |  |
| --- | --- |
| **Section 3: Completion of the formal stage** | |
| Has your complaint been considered at the Formal stage (Step 2 of the Student Complaints Policy) | |
| Yes | No |
| *If you answer ‘no’, we cannot accept your request for a review of a formal complaint and you should follow Steps 1 and 2 in the Student Complaints Policy.* | |
| If you answer ‘yes’, Please provide a brief summary of the complaint and the date that you received the formal stage outcome letter. | |
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| **Section 4: Grounds for requests a review of the formal complaint** |
| Please state the grounds that you are asking for a review of your formal complaint. You’ll find this information in the letter you were sent at the end of the Formal stage (step 2). |
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| Please explain your reason for your request for the review of a formal complaint. |
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| **Declaration** | |
| I have read the **Guidance about how to request a review of a formal complaint** | Yes / No |
| I declare that the information given in this form is true to the best of my knowledge and that I will answer questions and provide further information to support the review process as requested. | Yes / No |
| Signature | |
|  | |
| Date | |
|  | |