**Appendix 2**

**Student HE Complaints Form Appeal (Stage 2)**

If you are not satisfied with the outcome of the Stage 1 response, you may submit an appeal by completing this form, outlining your grounds for appeal, **within 10 working days** of receipt of the outcome. Please complete this form and submit to the Quality Office [quality@howcollege.ac.uk](mailto:quality@howcollege.ac.uk)

If an appeal is received within this timeframe the CRQ Leader for Higher Education or a Curriculum Manager will be appointed to review the appeal and carry out an independent investigation.

This investigation should report back to the Quality Office **within 10 working days.**  
The outcome of the appeal will be sent to the complainant in writing **within 5 working days*.***

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| **First Name:** |  | **Surname:** |  |
| **Address Line**: |  | | |
|  | | **Postcode:** |  |
| **Telephone No:** |  | **Email:** |  |
| **Student ID number:** |  | **Course Title:** |  |
| **Student Date of Birth:** |  | **Where a student is over 18 years of age, the College will request the student’s permission to pursue the complaint when parents/guardians (or other third parties with a close connection) make a complaint on the student’s behalf. Permission must be received from the student in writing prior to the commencement of any investigation.** | |

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| **Stage 1 Investigating Officer:** |  | **Date of Stage 1 Outcome Letter:** |  |

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| **Grounds for Appeal - please select as appropriate:** |
| New evidence has come to light that was not or could not have been available during the Stage 1 investigation ☐  There is evidence that the Stage 1 investigation has not been conducted properly e.g. administration ☐  There is evidence that the judgement reached at Stage 1 was biased or unfair ☐ |

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| **Please provide an explanation for your grounds for appeal. Please attach any supporting evidence and continue on a separate sheet if necessary.** |
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| **Full name (capitals):** |  | | |
| **Signature:** |  | **Date**: |  |