**Student HE Complaints Formal Referral (Stage 3)**

If you are not satisfied with the outcome of the Stage 2 response, you may submit a formal referral by completing this form, outlining your grounds, **within 5 working days** of receipt of the outcome. Please submit completed form to the Quality Office [quality@howcollege.ac.uk](mailto:quality@howcollege.ac.uk)

A **Vice Principal** may then arrange a hearing and a final decision will be made. The **Vice Principal** will send the outcome of the formal referral to the complainant in writing within **10 working days** of the appeal hearing. The complainant will be informed at this stage of further avenues of appeal if dissatisfied with the outcome of the College process.

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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 2 Investigating Officer:** |  | **Date of Stage 2 Outcome Letter:** |  |

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| **Grounds for Formal Referral - please select as appropriate:** |
| New evidence has come to light that was not or could not have been available during the Stage 2 investigation ☐  There is evidence that the Stage 2 investigation has not been conducted properly e.g. administration ☐  There is evidence that the judgement reached at Stage 2 was biased or unfair ☐ |

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