**Stage 3 Complaint Guidance**

To be submitted within 14 days of the date of written notification of the decision against which you are appealing. Please note that we can only accept a Stage Three Complaint Form which is signed by the student who is complaining and/or where it has been submitted via their King’s College London email account.

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| Important Information |
| It is essential that you consult the [B6 Student Complaints Procedure](http://www.kcl.ac.uk/college/policyzone/assets/files/students/B6_Student_complaints_procedure_201516.pdf) before completing this form, as it contains important information about how the College will handle your complaint and the relevant timescales. There are 3 stages under the Procedure: Stage 1 – Local Informal Resolution, Stage 2 – Formal Investigation, and Stage 3 – AppealThis form should be used for making a Stage 3 complaint and should be submitted to the Student Conduct & Appeals Office via email: appeals@kcl.ac.uk |

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| Sources of Advice and Guidance |
| Student Conduct & Appeals Office provides advice on matters concerning College regulations8th Floor, James Clerk Maxwell Building, 57 Waterloo Road, London, SE1 8WAWebsite: <http://www.kcl.ac.uk/appeals>Email: appeals@kcl.ac.ukTelephone: 0207 848 3989KCLSU Advice Service provides free, independent and confidential advice and support with the complaints procedure, including discussing circumstances, completing forms, and assisting with understanding the processWebsite: <https://www.kclsu.org/advice/>Email: advice@kclsu.org Telephone: 0207 848 1588The Compass, Student AdviceWebsite: [www.kcl.ac.uk/thecompass](http://www.kcl.ac.uk/thecompass)Counselling ServiceWebsite: [www.kcl.ac.uk/counselling](http://www.kcl.ac.uk/counselling)ChaplaincyWebsite: [www.kcl.ac.uk/chaplaincy](http://www.kcl.ac.uk/chaplaincy) Disability Advisory ServiceWebsite: [www.kcl.ac.uk/disability](http://www.kcl.ac.uk/disability)Guidance on harassment, bullying and discriminationWebsite: <http://www.kcl.ac.uk/aboutkings/governance/diversity/harassment/index.aspx>College RegulationsWebsite: [www.kcl.ac.uk/regulations](http://www.kcl.ac.uk/regulations) You may also wish to consider contacting your Personal Tutor or Course Representative for support |

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**Stage 3 Complaint Form**

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| 1. Your Details
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| Full Name |  |
| Student Number |  |
| Programme of Study |  |
| Department/Faculty |  |
| Year of Study | Undergraduate Postgraduate |
| Personal Tutor/Supervisor |  |
| Contact Address |  |
| KCL Email | @kcl.ac.uk |
| Alternative Email |  |

If you have supplied contact information which is different to the details currently held by the College please update your Student Record as soon as possible by following this link: [http://mykcl.kcl.ac.uk](http://mykcl.kcl.ac.uk/)

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| 1. Your Appeal
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| Please indicate which of the criteria your appeal is based on.**Regulation B6 11.3(a)**That there is new evidence that could not have been, or for good reason was not, made available at the time of the investigation by the Director of Students and Education and that sufficient evidence remains that the complaint warrants further consideration.*If appealing under this ground, please ensure that you have provided all of the following: -** *New information which has not previously been considered;*
* *A reason/evidence to explain why you were unable, or for valid reasons unwilling, to submit this information before the Board reached its original decision; and*
* *A reason/evidence to explain why your appeal merits further consideration.*

and/or**Regulation B6 11.3(b)**That evidence can be produced of significant procedural error on the part of the College in investigating the complaint, and that sufficient evidence remains that the complaint warrants further consideration. *If appealing under this ground, please ensure that you have provided all of the following: -** *Clear evidence of a significant procedural error on the part of the College in investigating your complaint; and*
* *A reason/evidence to explain why your appeal merits further consideration.*
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| 1. Your Appeal
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| Please set out the main points of your appeal. If you need more space, continue on a separate sheet of paper, which should be securely attached to this form, and clearly marked with your name and student number. |

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| 1. Supporting Evidence
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| If you are submitting documentation with your Stage 3 Complaint, please list below each piece of documentary evidence you have submitted with this form. |

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| 1. Desired Outcome
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| Please briefly explain what you would consider to be a satisfactory resolution to your complaint. |

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| 1. Declaration
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| I have read and understood the College’s B6 Student Complaint Procedure.All information and documentation provided in/with this form is complete and represents an accurate and true reflection of the situation that led to my complaint. I understand that the submission of a falsified claim or documentation constitutes an offence under the B3 Misconduct regulations and/or the B5 Fitness for registration and fitness to practise regulations.I agree that my complaint may be disclosed to relevant members of the College to the extent necessary for any investigation.I authorise the investigating officer to consider this form and any relevant information held by the College to the extent necessary for the consideration of my complaint.I give permission for the College to seek verification of the authenticity of any statements or evidence provided with this complaint.Student signature:Date: |