



**LIVERPOOL  
HOPE  
UNIVERSITY**

Est. 1844

### STAGE 3 COMPLAINT FORM

Please read the University's full procedure before you complete this form. You must have submitted a **STAGE 2 COMPLAINT FORM** before submitting this **STAGE 3 COMPLAINT FORM**. If you do not complete all parts of the form, or fail to enclose all relevant documents, the investigation into your Stage 3 Complaint may be delayed.

<b>Name:</b>	
<b>University ID number:</b>	
<b>Course:</b>	
<b>Phone Number:</b>	

#### Grounds for Review

Which of the following are the grounds for review (You may cross more than one box)?

- The University made a material error in following its complaint procedure
- The outcome was unreasonable in light of the evidence available
- New material evidence has come to light which you were unable, for valid reasons, to provide earlier in the process.

#### Comments

Explain briefly why you have crossed the box(es) above. If you have any new material evidence, please refer to this and attach a copy when you submit this form.

#### Confidentiality and Disclosure:



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If you have included any sensitive information about yourself in your complaint or in your evidence, it may be necessary to share this with those involved in processing and considering your complaint. This is known as Special Category Data and covers, but is not limited to, the following types of data:

- race
- ethnic origin
- politics
- religion
- trade union membership
- genetics
- biometrics (where used for ID purposes)
- health
- sex life
- sexual orientation

The University will require your explicit consent to be able to receive and use your Special Category Data as it will be necessary for the information to be shared with those involved in considering your complaint.

The outcome of the complaint will be recorded in the case coordinator's database by the case coordinator and will be shared only with members of staff where the outcome requires an action on their part. However, these individuals will not have access to the detail behind this decision. The University also compiles statistics on complaints but these are anonymised so that individuals cannot be identified.

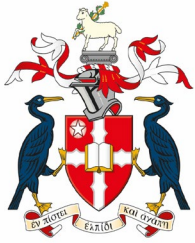
Your Special Category data will be treated as confidential by all members of staff who receive it in line with the process set out above. In addition to any staff named in your complaint, the information will also be seen by the case coordinator, the Head of Legal Services, Governance and Risk, the Investigating Officer, the Dean of your Faculty or **Director of Apprenticeships** and the Vice Chancellor or nominee. The Special Category data will be stored and processed in accordance with the University's Data Protection Policy and will be destroyed one year after you have left the University.

**In order to process the information you have provided, your consent is required.** Please note you can withdraw your consent at any time by contacting the caseworker.

- Please tick/cross the box to give consent for the University to process the data you have provided as part of your appeal relating to you Special Category Data and to confirm that you understand that the processing may involve sharing your Special Category Data as set out above/**

## **What to do once you have completed this form**

Please send this form and any supporting documentation (eg. Evidence) to [caseworker@hope.ac.uk](mailto:caseworker@hope.ac.uk).



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If you have a disability that requires reasonable adjustments to accommodate your needs during the appeal process, please provide details below:

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Date:	
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