



# Oakswood College

Empowering Through Education



## Student Stage 2: Formal Complaint (Individual/Group)

### *Complaint Form*

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GOVERNANCE



QUALITY



COMPLIANCE



EXCELLENCE



# Oakswood College

Empowering Through Education

## Student Complaint Form – Stage 2 (Formal Complaint)

### Document Control & Version History

| Document Title       | Student Complaint Form – Stage 2 (Formal Complaint)  |
|----------------------|--|
| Document Type        | Student Services Form  |
| Policy Owner         | Head of Student Services   |
| Accountable Officer  | Chief Executive Officer  |
| Approved By          | Board of Governors   |
| Approval Date        | 18 March 2026  |
| Effective From       | 18 March 2026  |
| Review Cycle         | Annual   |
| Next Review Date     | 18 March 2027  |
| Applies To           | All enrolled students and applicants submitting a formal complaint under the Student Complaints Policy & Procedure   |
| Version              | 1.0  |
| Supersedes           | New Form   |
| Related Policies     | Student Complaints Policy & Procedure; Procedural Integrity and Fairness Policy; Equality, Diversity and Inclusion (EDI) Policy; Safeguarding Policy                   |
| Related Appendices   | Complaint Investigation Guidance; Complaints Handling Flowchart; Completion of Procedures Letter Template  |
| Document Location    | Oakswood College Policy Repository   |
| Regulatory Reference | Office of the Independent Adjudicator (OIA) Good Practice Framework; Office for Students (OfS) Conditions of Registration; Equality Act 2010; Consumer Rights Act 2015 |

**IMPORTANT INFORMATION – PLEASE READ BEFORE COMPLETING**

- This form is for **Stage 2: Formal Complaint**.
- Students are normally expected to attempt **Stage 1 (Informal Resolution)** before submitting this form.
- Complaints should normally be submitted **within 2 months** of the issue arising.
- This form should be emailed to: [complaints@oakswoodgroup.co.uk](mailto:complaints@oakswoodgroup.co.uk)
- Whether Complaints are found to be justified, partly justified or not justified is decided on the **balance of probabilities**.
- Students can look at the Students Complaints Procedure Guid available at [College's Website](#) for further information and guidance.
- The Stage 2 process is normally completed within **28 calendar days** of receiving a completed form.

**SECTION 1: STUDENT DETAILS**

|                                  |  |
|----------------------------------|--|
| <b>Full Name:</b>                |  |
| <b>Student ID Number:</b>        |  |
| <b>Programme/Course Title:</b>   |  |
| <b>Current Year of Study:</b>    |  |
| <b>Contact Email:</b>            |  |
| <b>Contact Telephone Number:</b> |  |

**Are you:**

|  |                          |
|--|--------------------------|
| <b>Current Student</b>   | <input type="checkbox"/> |
| <b>Former Student (within 2 months of the formal date of publication of results)</b>           | <input type="checkbox"/> |
| <b>Former Student (outside of 2 months of the formal date of publication of final results)</b> | <input type="checkbox"/> |
| <b>Other (please specify your status):</b>   | <input type="checkbox"/> |

**GROUP COMPLAINT (If Applicable)**

**Is this a Group Complaint?**

|                                     |                                    |
|-------------------------------------|------------------------------------|
| <b>Yes</b> <input type="checkbox"/> | <b>No</b> <input type="checkbox"/> |
|-------------------------------------|------------------------------------|

**If YES:**

|                              |  |
|------------------------------|--|
| <b>Name of Lead Student:</b> |  |
|------------------------------|--|

Names and Student IDs of all students involved (either complete these details in the box below, or attach a list separately and submit with this Stage 2 complaint, listing this document in Section 5 Evidence & Documentation):

*Complete and extend list of students as applicable, or indicate that this list is being submitted as a separate document and listed in Section 5 of this form*

- 1.
- 2.
- 3.
- 4.

### Confirmation of authorisation to act by Lead Student

The Lead Student confirms all named students have agreed in writing via email to submission of this complaint:

**Confirmed:**

Date that written confirmation was received by the Lead Student from all students making this Group Complaint: (DD/MM/YYYY - indicate the final date where all students named in this Group Complaint had provided email confirmation to the Lead Student):

**DD/MM/YYYY**

### SECTION 2: TYPE OF COMPLAINT

Please indicate the category/ies that best describes your complaint (tick all that apply):

|   |                          |
|---|--------------------------|
| <b>Academic Complaint (course delivery, supervision, teaching, facilities organisation)</b>             | <input type="checkbox"/> |
| <b>General/Service Complaint (non-course issues e.g. non-academic facilities, non-academic support)</b> | <input type="checkbox"/> |
| <b>Complaint about Staff</b>  | <input type="checkbox"/> |
| <b>Financial Issue (e.g. relating to fees and fee status, bursaries and scholarships)</b>               | <input type="checkbox"/> |
| <b>Placement Issue</b>  | <input type="checkbox"/> |
| <b>Freedom of Speech Concern</b>  | <input type="checkbox"/> |
| <b>Harassment / Sexual Misconduct / Unacceptable Behaviour</b>  | <input type="checkbox"/> |
| <b>Other (please specify)</b>   | <input type="checkbox"/> |

**SECTION 3: STAGE 1 (INFORMAL RESOLUTION)**

Oakwood College expects students to attempt to resolve most issues of complaint informally under Stage 1 of the Student Complaints Procedure before making a formal Stage 2 complaint. Have you attempted to resolve this matter informally?

Yes

No

**If YES:**

**Who did you raise it with?**

**Date(s) of discussion:**

**What was the outcome?**

**If NO:**

Please explain why it was not appropriate to attempt informal resolution:

|  |
|--|
|  |
|--|

**SECTION 4: YOUR STATEMENT OF COMPLAINT (Stage 2 Formal Complaint)**

*(If you wish, you can submit your complaint statement in full on an additional document and submit it together with this form.)*

**Please clearly describe:**

- 1. What happened, and who was involved?**

|  |
|--|
|  |
|--|

**2. When and where did the issues of complaint occur?**

**3. Why you believe the Stage 1 Outcome was unsatisfactory if applicable?**

**SECTION 5: SUPPORTING EVIDENCE and DOCUMENTATION**

Types of supporting evidence or documentation you are submitting with this Stage 2 Complaint:

|  |                          |
|--|--------------------------|
| Email/s  | <input type="checkbox"/> |
| Screenshot/s   | <input type="checkbox"/> |
| Letter/s   | <input type="checkbox"/> |
| Witness statement/s  | <input type="checkbox"/> |
| Medical evidence (if relevant)   | <input type="checkbox"/> |
| Statement of Stage 2 Complaint (if providing statement separately)                                   | <input type="checkbox"/> |
| Group Complaint List of all complainants with Lead Student identified (if providing list separately) | <input type="checkbox"/> |
| Other (please specify)   | <input type="checkbox"/> |

**Evidence attached:**

Yes

No

Please list in the table below all documents or evidence you are providing with your Stage 2 submission (*there is no minimum or maximum limit, please expand this table as necessary*)

| Documentation ( <i>expand as required</i> ) |             |
|---|-------------|
| No.   | Description |
|   |             |

|           |  |
|-----------|--|
| <b>1.</b> |  |
| <b>2.</b> |  |
| <b>3.</b> |  |
| <b>4.</b> |  |
| <b>5.</b> |  |

**SECTION 6: OUTCOME SOUGHT**

Please explain what resolution you are seeking:

(Examples: apology, reconsideration, clarification, procedural review, service improvement, other remedy)

**SECTION 7: REASONABLE ADJUSTMENTS**

Do you require any reasonable adjustments to the Student Complaints Procedure under the Equality Act 2010?

Yes

No

If yes, please specify below the adjustments you would like to request the College puts in place, or alternatively if you are unsure, request that a member of college staff contacts you to discuss these.

**SECTION 8: DECLARATION**

*(Please read carefully and tick the declarations below to conclude the completion of your form – failure to tick any of the boxes below may result in the College considering your Stage 2 Complaint form and submission as incomplete, and may result in a delay in considering your complaint or accepting it for consideration.)*

**I confirm that:**

|   |                          |
|---|--------------------------|
| <b>The information provided is accurate to the best of my knowledge.</b>  | <input type="checkbox"/> |
| <b>I understand complaints are considered and outcomes reached on the balance of probabilities.</b>   | <input type="checkbox"/> |
| <b>I understand that frivolous, vexatious, or malicious complaints may result in termination of this procedure.</b>   | <input type="checkbox"/> |
| <b>I understand that if I remain dissatisfied after Stage 3, the College will issue a Completion of Procedures Letter within 28 days of the Stage 3 Final Outcome Letter which will give me the right to refer my complaint to the Office of the Independent Adjudicator within 12 months of the date of the Completion of Procedures Letter.</b> | <input type="checkbox"/> |
| <b>I understand that if I am dissatisfied with the Stage 2 Outcome but do not believe my complaint meets any of the grounds under Stage 3, I may request a Completion of Procedures Letter and refer my complaint to the Office of the Independent Adjudicator within 12 months of the date of the Completion of Procedures Letter.</b>           | <input type="checkbox"/> |

|                           |  |
|---------------------------|--|
| <b>Student Signature:</b> |  |
| <b>Date:</b>              |  |