



# Annex A2a – Guidance Note for Completing Stage 3 Appeals

This guidance note explains how to complete the Stage 3 Complaint Appeal Form. It is designed to help you understand the process, your responsibilities, and the support available.

## 1. Purpose of Stage 3 Appeal

Stage 3 is the final internal stage of the complaints procedure. It allows you to request a review of the Stage 2 outcome. Appeals are not a chance to re-argue your complaint but must be based on specific grounds.

## 2. Grounds for Appeal

- » You may submit an appeal if one or more of the following apply:
  - » There was a procedural irregularity in the handling of your complaint.
  - » You have new evidence that was not available at Stage 2.
  - » You believe the decision at Stage 2 was unreasonable in the circumstances.

***Appeals cannot be made simply because you disagree with the decision.***

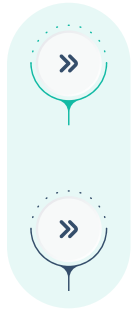
## 3. Submitting Your Appeal

Appeals must normally be submitted within 10 working days of receiving your Stage 2 outcome.

Complete the Stage 3 Appeal Form in full and email it to [complaints@mhi.college](mailto:complaints@mhi.college)

If you need the form in an alternative format (large print, electronic, accessible digital copy), please contact the Complaints Officer.

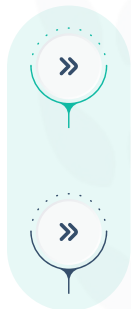
## 4. Confidentiality and Record Keeping



All information you provide will be treated in confidence and shared only with staff directly involved in the process.

Appeals are logged by the Complaints Officer and monitored by the Academic Board for oversight.

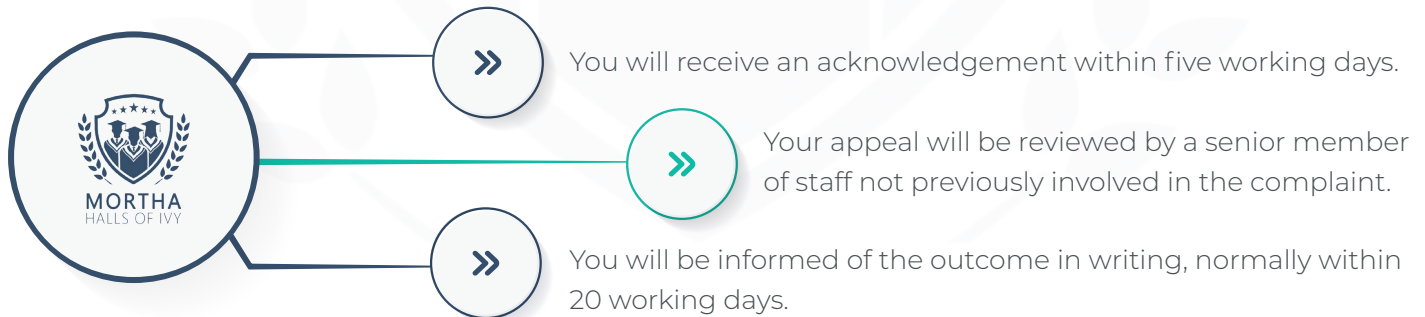
## 5. Supporting Evidence



Please attach copies of any new evidence or relevant documents.

Do not send original documents. If you are unable to provide documents in the requested format, contact the Complaints Officer for advice.

## 6. After Submission



## 7. Independent Review

If you are dissatisfied with the Stage 3 outcome, you may be able to request an external review by the Office of the Independent Adjudicator for Higher Education (OIA), once Mortha Halls of Ivy becomes a member. Details will be provided in your Stage 3 outcome letter.

*This guidance should be read alongside the Stage 3 Appeal Form and the Complaints Handling Policy.*



# Annex A2: Stage 3 – Complaint Appeal Form

This Stage 3 Appeal Form should be completed if you wish to appeal the outcome of a formal complaint. Appeals must normally be submitted within 10 working days of receiving the outcome of your Stage 2 complaint. Completed forms should be sent to [complaints@mhi.college](mailto:complaints@mhi.college). If you require this form in an alternative format, please contact the Complaints Officer. All information provided will be treated confidentially and only shared with staff directly involved in handling the appeal.

## Section A: Appellant Details

Full Name:

Student ID:

Programme of Study:

Contact Email:

Phone Number:

## Section B: Summary of Original Complaint

Briefly summarise your original complaint and the outcome you received:: (Add more pages and number them if necessary)

## Section C: Grounds for Appeal

Tick the ground(s) you are appealing under:

- Procedural error
- New evidence
- Outcome was unreasonable

Please explain clearly why you believe one or more of the above grounds apply. Appeals cannot be made simply because you disagree with the outcome of your complaint. They must be based on one of the grounds listed above.  
(Add more pages and number them if necessary)

## **Section D: Supporting Documents**

Attach copies of any new evidence or relevant documents. Do not send original documents. If you have difficulty providing supporting evidence, please contact the Complaints Officer for guidance.

## **Section E: Declaration**

I confirm that the information provided is accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### ***Office use only:***

***This section will be completed by the Complaints Officer to log the receipt of this appeal and confirm acknowledgement sent to the student. Appeals will be monitored and reported to the Academic Board for oversight***