



UNIVERSITY of LIMERICK
O L L S C O I L L U I M N I G H

Stage 3 Student Complaint Appeal Form

Important – Please read this section carefully

Your experience at the University of Limerick (UL) is of paramount importance to us, and we are committed to providing a high-quality experience at all times and in all areas and activities. The University recognises that, from time to time, students may have legitimate complaints about its provision, facilities, services and staff. We aim to ensure that student complaints are treated seriously and dealt with promptly, fairly and consistently. In addition, to help us improve our services and enhance the student experience, we aim to learn from the outcomes of investigations into complaints.

This form is designed for use with Stage 3 of the University of Limerick's Student Complaints Policy and Procedures. The document can be found at <https://ulsites.ul.ie/executive/student-complaints>.

If you are dissatisfied with the outcome of the Stage 2 formal complaints investigation or if you are a student of a partner institution and have exhausted the complaints procedures of that institution, you have the right to request the Vice President Academic Affairs and Student Engagement to refer the matter to a Student Complaints Appeal Panel for consideration.

You can submit this form only if you have received a decision from the Stage 2 formal complaints investigation.

Your Stage 3 appeal must be received within 10 working days of notification of the Stage 2 decision.

Late applications will not be considered.

The Stage 3 appeal will be considered only on the grounds set out overleaf. This form must be completed in full and submitted within the deadline.

You are advised to seek guidance from your students' union before you submit this form.

SECTION 1 – YOUR DETAILS

First name(s)	
Family name	
Institution	
Student ID number	
Programme of study	
Faculty	
Address for correspondence	
Daytime phone number	
Email address	

SECTION 2 – GROUNDS FOR APPEAL

Please indicate by ticking the boxes below the grounds under which you are making your appeal:

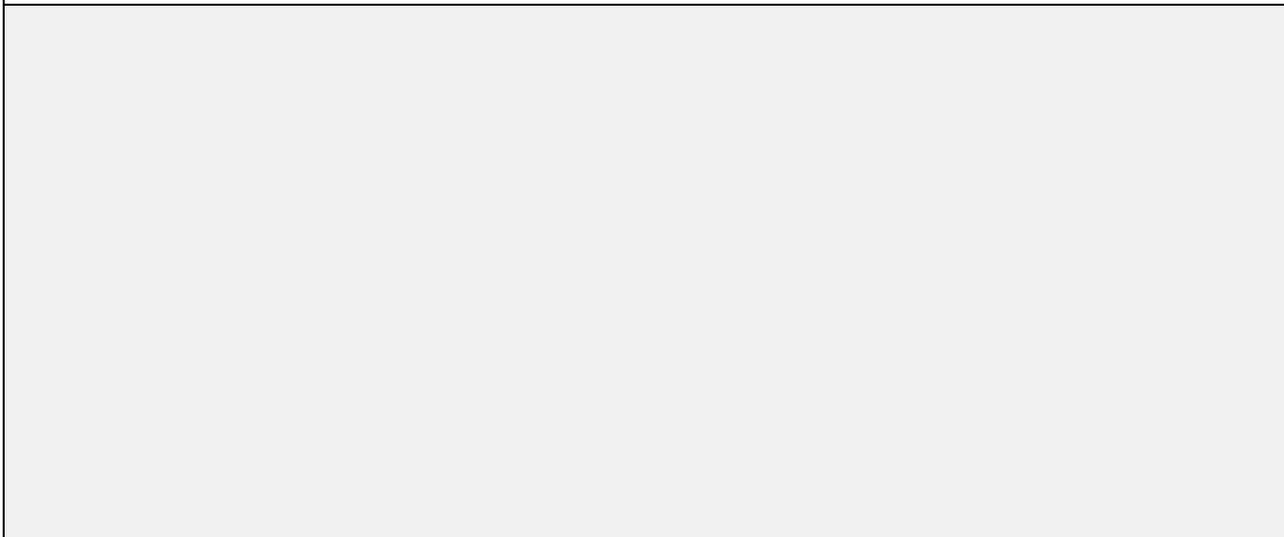
- a) That there was a material irregularity* in the consideration of your complaint at Stage 2
- b) That new evidence has come to light to support your complaint, which could not reasonably have been made available at the time the complaint was submitted, and that this new evidence would have had a material impact on the outcome
- c) That the outcome was manifestly unreasonable in light of the evidence
- d) That no reasons for the decision were given or that the reasons given do not support the decision

**'Material irregularity'* means that the University has not acted in accordance with its own regulations or procedures or has not acted with procedural fairness and that this failing on the part of the University is so significant that it has had a material impact on the outcome of the process. In other words, had it not been for this failing, the outcome would probably have been substantively different.

SECTION 3 – EVIDENCE

Please list below the authentic independent documentary evidence you are enclosing with this appeal application.

A decision will be made based upon the evidence submitted with this form. All evidence must be included at the time of submission and must be related to the grounds upon which this request is based (as specified by you above).



SECTION 4 – STATEMENT

You must state clearly the reason why you are submitting this request and explain why the grounds have been met. Please include a comprehensive statement with specific details, and continue on a separate sheet if necessary.

Please be assured that any information you give us will be treated sensitively and in the strictest confidence.

A large, empty rectangular box with a thin black border, intended for the user to write their statement. The interior of the box is a light gray color.

SECTION 5 – DECLARATION

Please ensure that you have completed all sections of this form and then return it via post or email to:

Student Complaints
Office of the VPAASE
Plassey House
University of Limerick
Limerick
Ireland

Email: ulstudentcomplaints@ul.ie

Important:

- This form and supporting evidence can be considered only if submitted to the above address (hard copy or email).
- Make sure that you keep a copy of this form and all evidence submitted.

Please sign and date the form after completing the following checklist:

- Have you selected the grounds you are appealing under?
- Have you included all documentary evidence to be considered?
- Have you explained why you are submitting this request?
- Is your request being submitted within the deadline? If not, please explain why.

Signature*:

Date:

* Only a hard copy form needs to be signed by you. If you submit the form by email, you must send it from your student email account – doing so will be taken as the equivalent of signing the form.