



Complaint – Late Submission Form

Time limits

The University is unlikely to consider a complaint from a student or former student that has not been raised within 3 months of the issue the complaint is about.

Students that have completed the Informal Stage of the Complaints Procedure have 30 calendar days from the date of the full written response to submit a Formal Complaint.

Table with 4 columns: Date issue(s) occurred, Date you received outcome of informal complaint (if relevant), Deadline to submit a Complaint, Date of submitting this form.

For SEPT use only – date form received:

If you intend to submit an Informal or Formal Complaint and did not request an extension before the applicable deadline above elapsed, you must complete this Late Submission Form before submitting a complaint. The purpose of this form is to allow you to focus on the reasons why you were unable to submit your complaint within the deadline.

All sections of the form must be completed, and the form and supporting documentary evidence should be submitted by email to sas.acadappeals.complaints@sheffield.ac.uk. You will be informed in writing of the outcome of your Late Submission request in due course.

Please ensure that you have read the University’s Complaint Procedural notes.

You may also find it helpful to contact the Student Advice Centre for independent guidance and support.

Section A: Your Details form with fields for Title, Forename, Family name, Registration number, Email, and Programme of Study/Research.

Section B: Student adviser or another representative: (If applicable, please give the name of your adviser/representative, indicating whether they are legally qualified)

Name:

Legally qualified?

Yes No

Section C: Late Submission request statement

Please answer ALL questions below.

You must focus on the period between the issue(s) occurring OR the date you were informed of your informal complaint outcome and the date you submitted your Late Submission request.

You should be aware that the Faculty Officer **WILL NOT** see or consider any information you provide for your actual case for Complaint at this point. You will be invited to send in your case for Complaint via the Complaint Form if the Faculty extends the deadline in your case.

1. What circumstances prevented you from submitting your Complaint within the deadline?

2. What circumstances prevented you from contacting the Student Engagement and Progress team to alert us to your inability to submit a Complaint on time, and request an extension?

3. What actions have you undertaken towards submitting a complaint since you were dissatisfied with the service or aware of the issue?

Section D: Supporting evidence

Please list all evidence in support of your request and **briefly explain its relevance.**

E.g. 'Evidence 1: Doctor's note evidencing my illness dated around the deadline for submitting a Complaint'

Each individual piece of evidence should be clearly labelled (e.g. appendix 1, appendix 2, evidence 1, evidence 2) at the top of each individual document itself and not just as the attachment name.

It is important that the evidence you provide is genuine, accurate and verifiable. If you provide false or misleading information or evidence/documentation, this can result in the termination of your academic appeal, and disciplinary action and sanctions, including expulsion from the University, in line with the Student Discipline Regulations.

Once received, this form will be passed to your Head(s) of Department for comments, and then to a Decision Maker, who will consider whether there are sufficient grounds to extend the deadline in your case. **The Decision Maker will not consider any points related to your case for Complaint at this point.**

You will be informed whether the deadline has been extended. If you are permitted to submit a Complaint, you will then have 15 days to submit your complaint form and evidence in full.

Section E: Checklist: when finalising your Late Submission Request, before submission please check the following:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Have you filled in every section of the form, and clearly indicated the modules you wish to request an extension to the Complaint deadline for? |
| <input type="checkbox"/> | Have you supplied contact information? |
| <input type="checkbox"/> | Have you provided your statement, and attached all the evidence you wish to use to support your request? |

Please keep a copy of this form for your records.

Section F: Declaration

I believe that the information and evidence I have provided are accurate. I confirm that details of this appeal can be passed on to the relevant Faculty Officer and the Head of Department/School concerned and my adviser or representative (if applicable).

Signature:**Date:**