



STUDENT COMPLAINTS

STUDENT USER GUIDE

Version 2.0

December 2025

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Document Version History

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2.0	Updates to screenshots and overall document	Nasima Ali, Kate Black, Amira Gudaal	Dec-25

1. Introduction

The Student Complaints process is managed in e: Vision.

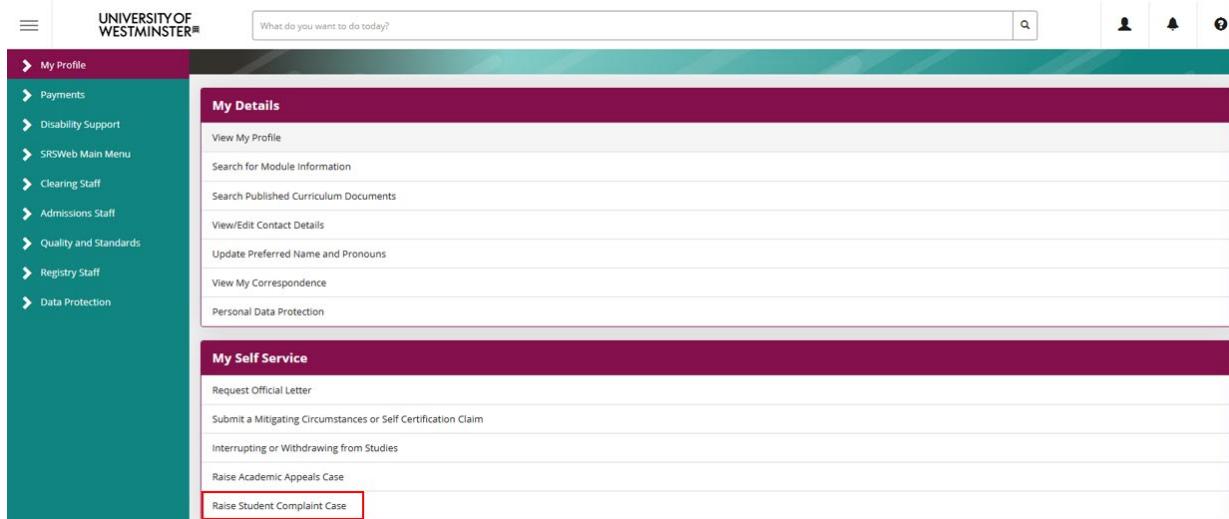
This document details the online process for making a complaint and accessing your complaint case whilst it is being processed by the University. You can access your case online at any time and additionally may be prompted via email notification to log in to e: Vision to view or update details against your case.

2. Raise Complaint Case

You can raise a complaint via the online process in e: Vision if you believe you have a valid case which can be supported.

2.1. Create Complaint

1. Log on to e: Vision and select the *Raise Student Complaint case* link in My Profile > My Self-Service section of the page:



The system displays the *Raise Complaint* page which contains some important information about the Complaints Procedure.

Note that the complaint form should be submitted within 90 days of the incident as detailed in the [Student Complaints Procedure](#). If your complaint has been made outside of these time limits please detail the reason for this and provide evidence where available in the *Time Limit* section of the form.

2. Complete the online form then click on the **Proceed** button.

STAGE 1 INFORMAL PROCESS

Please provide details of the action you have taken to try to resolve your complaint at the informal stage. It will be useful to include details of whom you approached to resolve your complaint and why you are dissatisfied with the Stage 1 informal outcome.
If you have not used Stage 1 of the complaint procedure and you submit this form, please be advised that you may be contacted and asked to raise your concern formally before your formal complaint can be considered.
In exceptional circumstances, where the serious nature of the complaint means that it would not be appropriate to attempt an informal resolution please explain why you consider this is the case.

These are details of the actions I have taken to try to resolve my complaint at the informal stage.

Stage 2 Formal Complaint Statement

Your statement must set out all facts and arguments on which you wish to rely, please outline who or what is being complained about, a chronological order of the events that took place and the impact you have faced as a result.

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

This is my statement of all the facts and arguments.

How do you propose that your complaint could be resolved to your satisfaction?

This is how I propose that my complaint could be resolved to my satisfaction.

TIME LIMIT

The complaint form should be submitted within 90 days of the incident as detailed in the Complaints Procedure. If your complaint has been made outside of these time limits please detail below the reason for this and provide evidence where available.

Cancel **Proceed**

The case is saved, and the system displays the *Complaint – View Case* page where it is possible to view the case information you have added and to enter further details prior to submission. It is recommended that you add any evidence or information regarding your complaint here - [Go to document Section 3.2.1. Add Evidence and Information.](#)

Complaint - View Case																			
Student and course <table> <tr> <td>Student Code</td> <td>13984171</td> <td>Student Name</td> <td>TEST19 TESTSRS19</td> </tr> <tr> <td>School</td> <td>Humanities</td> <td>College</td> <td>Liberal Arts and Sciences</td> </tr> <tr> <td>Course</td> <td>CCAV BA Test Course</td> <td>Name of Course Leader</td> <td>Susanna Verdon</td> </tr> </table>				Student Code	13984171	Student Name	TEST19 TESTSRS19	School	Humanities	College	Liberal Arts and Sciences	Course	CCAV BA Test Course	Name of Course Leader	Susanna Verdon				
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School	Humanities	College	Liberal Arts and Sciences																
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Information & Evidence <p>To upload evidence please use the "Add Evidence and Information" button below. All evidence must be included at the time of submission. If you do not have any evidence please indicate this by adding a "Note" using the "Add Evidence and Information" button. To see all communications regarding your Complaint click "History" below.</p> <table border="1"> <thead> <tr> <th>Submitted by</th> <th>Date/Time</th> <th>Note</th> <th>Files</th> </tr> </thead> <tbody> <tr> <td>Add Evidence and Information</td> <td>View History</td> <td></td> <td></td> </tr> </tbody> </table>				Submitted by	Date/Time	Note	Files	Add Evidence and Information	View History										
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SUBMIT CASE <p>You may now submit this case to the Academic Standards Team. Please ENSURE you have uploaded any/all documents that are needed to support your Complaint, Academic Standards cannot process cases with insufficient evidence to support your claim.</p> <p>Submit to Academic Standards Team</p>																			

[Exit Complaints](#)[Back to Case List](#)

Note: If you do not wish to submit the complaint yet, you can click on **Exit Complaints** or **Back to Case List** at the foot of the page:

- **Exit Complaints** button returns you to the main e: Vision menu
- **Back to Case List** button takes you to a dashboard of your complaints which displays the case you have just added

2.2. Submit Complaint

Click on the **Submit to Academic Standards Team** button in the **SUBMIT CASE** section for the *Complaint - View Case* page.

SUBMIT CASE

You may now submit this case to the Academic Standards Team. Please ENSURE you have uploaded any/all documents that are needed to support your Complaint, Academic Standards cannot process cases with insufficient evidence to support your claim.

Submit to Academic Standards Team

Your case is submitted to the Academic Standards Team for review.

Note: The Academic Standards Manager will review your complaint and determine whether or not there is evidence of permissible grounds. If your complaint is eligible for consideration under Stage 2, Academic Standards will forward your complaint to the relevant Head of College or Director of Professional Service Department, normally within 10 working days of receipt of the completed form

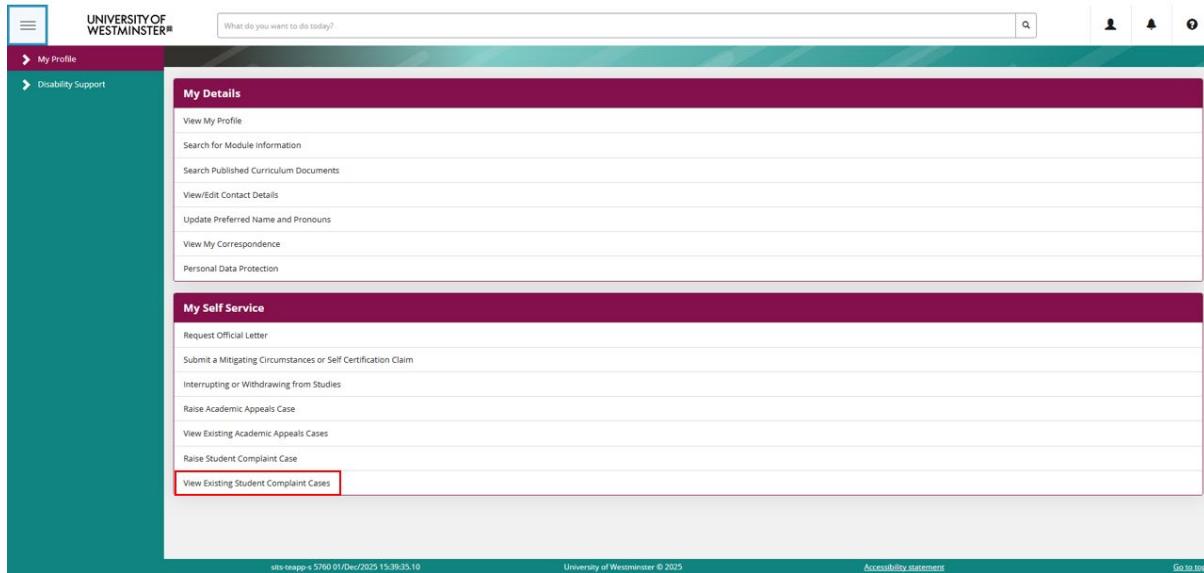
3. Manage Your Complaint Case

You will receive email notifications at various points during the complaint process which will prompt you to log in to e: Vision to view or update details against your case.

You can access your case(s) via the *Complaint - Cases List*.

3.1. Access Your Complaint in Your Case List

1. Log on to e: Vision and select the **View Existing Complaint Cases** link in My Profile > My Self-Service section of the page:



The screenshot shows the 'My Profile' section of the e:Vision system. The 'My Self Service' menu is open, displaying various options. The 'View Existing Student Complaint Cases' link is highlighted with a red box.

The system displays the *Complaints - Cases List* which contains complaint cases you have raised. From here you can track the *Stage* and *Status* of a case as well the member of the Academic Standards Team managing it.

Complaint - Cases List											
The list below is a list of all the Complaint cases you have raised.											
Search: <input type="text"/>											
Case ID	Student Name	Course	College	School	Stage	Status	Allocated to	Case Submitted Date	Closure Date		
SC_AC_10957958_001	TEST3 TESTSRS3	CCAV BA Test Course	Liberal Arts and Sciences	Humanities	2	Investigation In Progress		28/Nov/2025			

Showing page 1 of 1

[Back](#)

Select the case by clicking on the **Case ID** link.

The system displays the *Complaint – View Case* page.

3.2. View and Update Your Case

The *Complaint – View Case* page displays the complaint details and the options to:

- **Add Information and Evidence** to support your case
- **View History** of your case

3.2.1. Add Evidence and Information

Select **Add Evidence and Information** button in the *Information & Evidence* section of the *Complaint – View Case* page.

Information & Evidence

To upload evidence please use the "Add Evidence and Information" button below. All evidence must be included at the time of submission. If you do not have any evidence please indicate this by adding a "Note" using the "Add Evidence and Information" button. To see all communications regarding your Complaint click "History" below.

Submitted by	Date/Time	Note	Files
Add Evidence and Information View History			

The system displays a *Note* field and the options to:

- **Save Note** (i.e. Add a *Note* without attaching supporting files)
- **Save Note & Upload Files** (i.e. Add a *Note* and attach supporting files)

Enter narrative text in the *Note* field then click the **Save Note** button to add the *Note* without attaching supporting files.

The system saves the *Note* and returns to the *Complaint – View Case* page where it is displayed in the *Information and Evidence* section of the page.

Information & Evidence

To upload evidence please use the "Add Evidence and Information" button below. All evidence must be included at the time of submission. If you do not have any evidence please indicate this by adding a "Note" using the "Add Evidence and Information" button. To see all communications regarding your Complaint click "History" below.

Submitted by	Date/Time	Note	Files
TESTSRS19, TEST19	27/Nov/2025 11:47:04	This is specific evidence regarding my case	No Documents Uploaded
Add Evidence and Information View History			

To attach supporting files to a *Note*, click the **Save Note & Upload Files** button instead.

The system displays the *Upload Evidence* page:

Upload Evidence

Case Details	
Case ID:	SC_AC_13984171_001
Student	TEST19 TESTSRS19 (13984171)
School	Humanities
College	Liberal Arts and Sciences
Course	CCAV BA Test Course
Name of Course Leader	Susanna Verdon
Stage	2

Your Note This is evidence and documentation specific to my case.

Please upload all evidence you wish to be considered with your Complaint case, including any witness statements. All evidence must be included at the time of submission.

Document List

- No Documents Uploaded

Upload Document

Next

Click on the **Upload Document** button.

The system displays the *File Uploader* page:

Upload - Academic Appeals and Student Complaints

Maximum file size: 9.765625Mb

Allowable file extensions: DOC, DOCX, GIF, JFIF, JPE, JPEG, JPG, MP4, MPG4, ODI, PDF, PNG, TIF, TIFF, XLS, XLSX

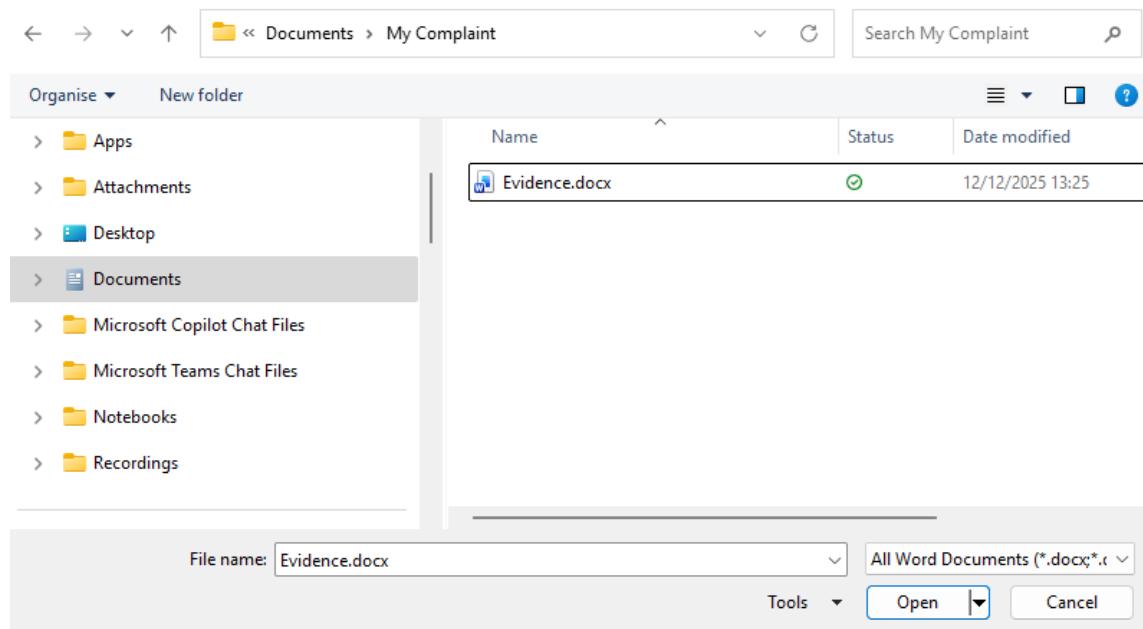
File uploader

Browse My Computer

Upload

Return to previous page

Click on the **Browse My Computer** button to find the file to upload:



Click on **Open** to add the selected file

The system displays the file name in the *File Uploader* page in a state of *Awaiting Upload*

Upload - Academic Appeals and Student Complaints

Maximum file size: 9.765625Mb
 Allowable file extensions: DOC, DOCX, GIF, JFIF, JPE, JPEG, JPG, MP4, MPG4, ODI, PDF, PNG, TIF, TIFF, XLS, XLSX

File uploader

Browse My Computer
Upload

Appeal evidence.pdf (150 kb)★

File Status Awaiting Upload ★

[Return to previous page](#)

The file is not yet attached to the case.

Click the **Upload** button to attach the file to the case.

Upload - Academic Appeals and Student Complaints

Maximum file size: 9.765625Mb
 Allowable file extensions: DOC, DOCX, GIF, JFIF, JPE, JPEG, JPG, MP4, MPG4, ODI, PDF, PNG, TIF, TIFF, XLS, XLSX

File uploader

Browse My Computer
Upload

Appeal evidence.pdf (150 kb)

File Status Successfully Uploaded 100%

[Return to previous page](#)

The system displays the file with a status of *100% Successfully Uploaded*

Click on **Return to previous to page** to view the *Upload Evidence* page which contains *Your Note and the Document List* (the file(s) you have uploaded).

Upload Evidence

Case Details

Case ID:	SC_AC_13984171_001	Student	TEST19 TESTSRS19 (13984171)
School	Humanities	College	Liberal Arts and Sciences
Course	CCAV BA Test Course	Name of Course Leader	Susanna Verdon
Stage	2		

Your Note This is evidence and documentation specific to my case.

Please upload all evidence you wish to be considered with your Complaint case, including any witness statements. All evidence must be included at the time of submission.

Document List

- [Appeal evidence.pdf](#) Delete Document

Upload Document

Next

It is possible to add as many files to the *Note* as required via the **Upload Document** button.

It is also possible to delete a file before clicking the Next button by selecting the option **Delete Document** (beside the file name).

Click on the **Next** button to return to the *Complaint - View Case* page.

The system uploads the information and evidence to the case and displays the *Note*:

Information & Evidence

To upload evidence please use the "Add Evidence and Information" button below. All evidence must be included at the time of submission. If you do not have any evidence please indicate this by adding a "Note" using the "Add Evidence and Information" button. To see all communications regarding your Complaint click "History" below.

Submitted by	Date/Time	Note	Files
TESTSRS19, TEST19	27/Nov/2025 11:47:04	This is specific evidence regarding my case	No Documents Uploaded
TESTSRS19, TEST19	27/Nov/2025 11:48:18	This is evidence and documentation specific to my case.	Appeal evidence.pdf

Add Evidence and Information View History

Only *Notes* for the active stage are displayed on the *Complaint - View Case* page.

3.2.2. View History

Click the **View History** button to view all *Evidence and Information* (i.e. added at any stage in the complaint process).

The system displays the *View Case History* page which contains per stage the list of *Notes*. Against each *Note* the following is displayed:

- Who is able to view the *Note* (e.g. Student, Staff)
- Who created the *Note* and when
- *Note* details
- Linked files

View Case History

Student and course																																				
Student Code	13984171	Student Name	TEST19 TESTSRS19																																	
School	Humanities	College	Liberal Arts and Sciences																																	
Course	CCAV BA Test Course	Name of Course Leader	Susanna Verdon																																	
Stage	2																																			
Information & Evidence																																				
Here you can see all the information and documents added to all stages of this appeal.																																				
<table border="1"> <thead> <tr> <th>Stage</th> <th colspan="10">Note</th> </tr> <tr> <th>Stage</th> <th>Stage Created Date</th> <th>Stage Status</th> <th>Stage Outcome</th> <th>Allocated to</th> <th>Review Grounds</th> <th>Review Statement</th> <th>Created By</th> <th>Created Date</th> <th>Created Time</th> <th>Note</th> <th>Uploads</th> </tr> </thead> <tbody> <tr> <td colspan="12">Information would be listed here</td> </tr> </tbody> </table>		Stage	Note										Stage	Stage Created Date	Stage Status	Stage Outcome	Allocated to	Review Grounds	Review Statement	Created By	Created Date	Created Time	Note	Uploads	Information would be listed here											
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Stage	Stage Created Date	Stage Status	Stage Outcome	Allocated to	Review Grounds	Review Statement	Created By	Created Date	Created Time	Note	Uploads																									
Information would be listed here																																				
Back																																				

Click on the **Back** button to return to the *Complaint - View Case* page.

3.2.3. Raise a Stage 3 Appeal

1. If you are dissatisfied with the Stage 2 decision, you have the right to request an appeal of the outcome. The appeal request must be received within 10 working days of the date on your Stage 2 Complaint decision letter. Click the **Stage 3 Appeal Against the Formal Complaint Decision** button in the *Complaints Details* section of the *Complaint - View Case* page.

Complaint Details	
Case ID	SC_AC_10957958_001
Created Date	1 December 2025
Statement	This is my statement of all the facts and arguments.
Resolution	This is how I propose the complaint can be rectified to my satisfaction.
Informal Process	N/A
Time Limit	
Status	Closed - Not Justified
Allocated to	Unallocated
Stage 3 Appeal Against the Formal Complaint Decision	

The system displays *Stage 3 Appeal Against the Formal Complaint Decision* page. This contains important information about the Stage 3 Appeal procedure.

1. Select **Grounds for appeal** by clicking on the appropriate checkbox(es) and enter a **Statement** supporting your request for appeal.
2. Click on the **Proceed** button.

Stage 3 Appeal Against the Formal Complaint Decision

IMPORTANT – PLEASE READ THIS SECTION CAREFULLY

Should you be dissatisfied with the outcome of the Stage 2 Formal Complaints investigation you have the right to request the Deputy Registrar (Quality and Standards) to refer the matter for consideration by a Student Complaints Appeal Panel.

- 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 only be considered on the grounds as set out below and if submitted within the deadline.
- The completed form must stipulate clearly and unambiguously the grounds upon which the request is based, and include a comprehensive statement explaining why the grounds have been met.
- You are strongly advised to consult with the Students' Union before completing this form. Please e-mail suadvice@westminster.ac.uk for an appointment.

About You

Student	TEST3 TESTSRS3 (10957958)	School	Humanities	College	Liberal Arts and Sciences
Course	CCAV Regent Test course	Name of Course Leader	Susanna Verdon		
Stage	2				

Grounds for appeal *

Grounds for appeal *

there was a procedural irregularity in the consideration of your Complaint at Stage 2
 new evidence has come to light which was not previously reasonably available and that this new evidence would have had a significant impact on the Stage 2 outcome
 the Stage 2 decision and / or any remedy was / were unreasonable in light of the evidence

'Material irregularity' means 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. I.e. had it not been for this failing the outcome would probably have been substantively different.

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. Please explain how you propose that your complaint could have been resolved to your satisfaction.

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

Statement

Back **Proceed**

The system displays the *Provide Evidence* page where it is possible to upload evidence to support your appeal – [Go to document Section 3.2.1. Add Evidence and Information](#).

1. Click on the **Next** button.

Provide Evidence

Case Details

Case ID:	SC_AC_10957958_001	Student	TEST3 TESTSRS3 (10957958)
School	Humanities	College	Liberal Arts and Sciences
Course	CCAV Regent Test course	Name of Course Leader	Susanna Verdon
Stage	3		

You may upload any evidence required to support your case here.

Document List

- No Documents Uploaded

[Upload Document](#)

[Next](#)

The request is submitted to the Academics Standards Team.

The system returns to the *Complaint - View Case* page where the:

- Complaint Details* section is updated with the appeal request information
- Information & Evidence* section is updated with a new record (*Appeal Statement*):

Information & Evidence

To upload evidence please use the "Add Evidence and Information" button below. All evidence must be included at the time of submission. If you do not have any evidence please indicate this by adding a "Note" using the "Add Evidence and Information" button. To see all communications regarding your Complaint click "History" below.

Submitted by	Date/Time	Note	Files
TESTSRS3, TEST3	01/Dec/2025 15:44:53	Appeal Statement: This is my statement clearly defining the reason why I am submitting this request and explaining why the grounds have been met.	Appeal evidence.pdf

[Add Evidence and Information](#) [View History](#)

3.2.4. Respond to Meeting Notification

If your Stage 3 appeal request is accepted, the case will be referred for consideration by a Student Complaints Appeal Panel, and you will be informed in writing of this. The Hearing will normally be held within 25 working days of the Stage 3 decision.

- Go to the *Meetings* section of the *Complaint – View Case* page to view the date, time and location of the meeting.
- Click on the **Respond to Invitation** link in the *Actions* column.

Meetings

Date	Time	Location	Student Accepted Invite	Nominated Friend	Actions
03/Dec/2025	8:00	MS - Teams			Respond to Invitation

The system displays the *Respond to Meeting Invitation* page.

- Select whether or not you can attend the meeting.
- If you are attending and would like to bring a friend, enter the name.

3. Add supporting information to the text box and click the **Next** button when complete.

'Friend' is defined as a currently registered student of the University, a sabbatical officer of the University of Westminster Students' Union, or member of University staff. If you add a friend, please include their **Student ID** or **Staff ID** in the *Name of Friend* field.

Respond To Meeting Invitation

Meeting Time	8:00
Meeting Date	03/Dec/2025
Meeting Location	MS - Teams
Will you attend this meeting?	Yes
Name of Friend	John Doe

Back **Proceed**

The Academic Standards Team is notified of your invitation response.

The system returns to the *Complaint - View Case* page where a record of your response is added to the *Meetings* section of the page.

Meetings					
Date	Time	Location	Student Accepted Invite	Nominated Friend	Actions
17/Apr/2025	10:40	Remotely via MS Teams	Yes	[REDACTED]	Student Respond to Invitation Cancel Meeting

Note: It is possible to update your response by clicking on the **Respond to Invitation** link where you will be returned to the *Respond to Meeting Invitation* page.