

APPEALS PROCEDURE FEEDBACK FORM

Please complete and return this form to Complaints and Appeals, University of East London, Docklands Campus 4-6 University Way London E16 2RD or via email to appeals@uel.ac.uk

The information you provide us with will be used to help us make improvements to our procedure and the way in which appeals are handled in the future. All information provided will be dealt with in the strictest confidence and any reports on the feedback received will not identify names.

(Optional) Name:

Date:

- | | | |
|---|--------------------------|--------------------------|
| 1. Were the timelines published in our Appeals Procedure observed? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Was the information provided regarding our Appeals Procedure clear? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. At what stage of the appeals process was your issue resolved? | | |
| Stage 1 Formal conciliation with Chair | | <input type="checkbox"/> |
| Stage 2 Panel Review | | <input type="checkbox"/> |
| Following referral to the Office of the Independent Adjudicator (OIA) | | <input type="checkbox"/> |
| My appeal was not resolved to my satisfaction | | <input type="checkbox"/> |
| 4. Do you think the Complaints and Appeals Officer... | | |
| Quickly identified the problem | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| Handled the query professionally | <input type="checkbox"/> | <input type="checkbox"/> |
| Appeared knowledgeable and competent about the relevant policies and procedures | <input type="checkbox"/> | <input type="checkbox"/> |

5. Please provide any additional comments or suggestions that you wish to make:

Thank you for your feedback.