



QUEEN'S  
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BELFAST

# Student Complaint: Evidence



This guidance is for students submitting a Stage 2 Student Complaint, or a Stage 3 Student Complaint Appeal.

It is important to remember that the Student Complaints Procedure is an evidence-based procedure. This means that decisions will be made on the basis of the evidence presented. This means that it is vitally important that all evidence is produced as early as possible.

Under regulations 5.1 and 6.1 of the [Student Complaint Regulations](#), the onus is on you to present sufficient evidence to warrant investigation of your complaint or appeal.

Therefore, it is important when completing your [Stage 2 Complaint Form](#), or your [Stage 3 Student Complaints Appeal Panel Form](#), to carefully consider all sources of evidence that support your case, and to submit all of the evidence to the University. You should, as far as possible, submit all evidence on which you are seeking to rely, at the same time that you submit your Stage 2 Complaint Form, or your Stage 3 Student Complaints Appeal Panel Form.

As per regulation 6.1 of the [Student Complaints Procedure](#), evidence submitted after the deadline may not be considered.

What do I need to consider, when submitting a Stage 2 Student Complaint, or a Stage 3 Student Complaint Appeal?

What is the role of the University in gathering evidence?

You are expected to present the evidence to support the complaint or appeal that you are making. Where evidence that you are seeking to rely on is not held by you, and is held by third parties or other groups external to the University, the responsibility rests with you to obtain it and provide it to the University. The University does not have the power to compel third parties to provide access to their material.

Where a Stage 2 Complaint is accepted for investigation, an Investigating Officer will be appointed and will gather evidence from within the University, as part of their investigation.

Additional investigation will not be carried out when a Stage 3 Student Complaint Appeal is submitted, so it is important that all evidence on which you are seeking to rely in support of your appeal, is submitted with your appeal.



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What types  
of evidence  
can I  
present?

Anything that you consider to be relevant to your Stage 2 Complaint or Stage 3 Student Complaints Appeal must be provided to the University. If it is not provided, it will not be considered at the time of making a decision on the Stage 2 Complaint. If you seek to appeal under Stage 3 of the procedure because of evidence not previously provided, you will need to explain why you could not have presented it at the time of investigation.

Additional investigation will not be carried out when a Stage 3 Student Complaint Appeal is submitted, so it is important that all evidence on which you are seeking to rely in support of your appeal, is submitted with your appeal.

A list of potential evidence is provided below. This list is non-exhaustive. Please note that where evidence is not in English, an official translation must also be provided.

As per regulation 6.1 of the [Student Complaints Procedure](#), evidence submitted after the deadline may not be considered.

- Witness Statements - the University has an [online form](#) for witnesses to upload their statements
- Social Media chat screenshots
- Text Message screenshots
- Physical evidence
- Photographs
- Video or audio recordings - Please note that secretly recording people is not advisable, and may violate privacy rights. Secret recording could result in a breach of the [Conduct Regulations](#). If you feel the need to record, it's best to ask for permission first.
- CCTV footage
- Medical evidence
- Maps and plans
- Evidence held by third parties which you obtain.



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Yes, you should provide copies of any correspondence exchanged during the informal (Stage 1) stage, as well as a copy of the Stage 1 Outcome.

Do I need to provide copies of documents from the Informal (Stage 1) stage with my Stage 2 Student Complaint Form?

Do I need to provide copies of documents from Stage 2 with my Stage 3 Student Complaint Appeal Form?

Yes, you should provide copies of the Investigating Officer's Report and the Stage 2 Outcome.

You should read the [Student Complaints Regulations](#) and [Procedure](#) carefully.

You are strongly encouraged to make contact with [SU Advice](#), who can provide individual guidance and support in relation to your own particular case and circumstances.

You may also contact the Appeals, Conduct and Complaints Team ([appeals@qub.ac.uk](mailto:appeals@qub.ac.uk)) if you have a query in relation to the Regulations or Procedure.

Where can I seek advice and guidance?

## Useful Links

[Student Complaints Regulations](#)

[Student Complaints Procedure](#)

[Stage 2 Student Complaint Form](#)

[Stage 3 Student Complaint Appeal Form](#)

[Witness Statement Form](#)