

CF/946484

7th February 2023



Swansea University
Prifysgol Abertawe

PRIVATE AND CONFIDENTIAL

Geoffrey Blanche

By email only: 946484@swansea.ac.uk, geoffblanche@yahoo.com

Dear Geoffrey

Re: Stage 2 Complaint

I write further to your email of 18 January 2023. I work within the Student Cases Team which is the department processing for the processing of academic appeals, complaints and other student cases. I was so sorry to hear that you are dissatisfied with your Student Experience at Swansea University.

After careful consideration of your complaint document, it has been agreed that due to the number of issues you raise, the number of individuals/departments named and the complexity of those issues, that your complaint be referred to the Registrar's nominee Professor Michelle Lee, Deputy Executive Dean of the Faculty of Medicine and Health Life Science as a Stage 2 Complaint pursuant to 6.2.3 of the University Complaints Procedure. The Complaints Procedure and a Quick Guide to this procedure can be accessed at:

<https://myuni.swansea.ac.uk/academic-life/making-a-complaint/complaint-section-specific/>

I propose sending Professor Lee:

- 1) A copy of your academic appeal submission received on 30 August 2022 which contains:
 - a. A copy of your academic appeal form (17 pages in total).
 - b. A document entitled 'examination rebuttal report' (223 pages in total).
 - c. A document entitled 'RandR Form MA MSc LLM by Research standard February 2020 (10 pages in total).
 - d. Addendum to RR Form (3 pages).
- 2) A copy of the Academic Appeal Outcome sent to you on 29 September 2022, which contains:
 - a. A copy of your Appeal Outcome Letter (5 pages in total)
 - b. Support Information Leaflet
 - c. FAQ Complaints Factsheet
- 3) A copy of email correspondence between you and Mr Novis dated October 2022 which contains:
 - a. A copy of your Final Review Request Form (3 pages)
 - b. A document entitled 'examination rebuttal report downloaded from appeal' (224 pages in total)
 - c. A document entitled 'addendum to examination rebuttal report' (19 pages in total).

Gwasanaethau Academaidd/Academic Services

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- 4) A copy of your email to Student Cases dated 12 November 2022 which contains;
 - a. A document entitled 'final review civil court claim' (15 pages in total).
 - b. A document entitled 'N1 apply to court' (5 pages in total).
- 5) A copy of Ms Wathan's email to you of 19 December 2022 which contains;
 - a. A copy of your Final Review Outcome (8 pages in total)
 - b. Support Information Leaflet.
- 6) A copy of your email to Ms Wathan of 18 January 2023 which contains;
 - a. A document entitled 'intentionally failing Geoff Blanche' (3 pages in total)
 - b. A document entitled 'Misfeasance in a Public office by staff of Swansea University Corporation' (41 pages in total).
- 7) A copy of Ms Picton's email to you of 19 January 2023.
- 8) A copy of this letter.

I'd be grateful if you could confirm to me by 10 February 2023 via email (c.j.fussell@swansea.ac.uk.) whether there are any further documents you wish to be forwarded to Professor Lee? If I do not hear from by you 10 February 2023 I shall proceed to forward to Professor Lee the above mentioned documents and a copy of our correspondence to avoid delays.

Whilst I note that you explain within your email you wish to resolve this matter within 28 calender days, I must advise that due to complexity of the issues you wish to raise, the number of departments/individuals raised by you and the length of the documents provided, I envisage that it is more likely that you will receive a response within 3 calender months. This is to ensure the Professor Lee can conduct a through investigation of the issues you wish to raise and give the documents you have prepared consideration. I appreciate this may be disappointing to you, but I feel it important that you be advised of this early on in the process. Professor Lee will advise you of the timescale for your receipt of a full response if it is likely to be later/earlier than this date.

Furthermore, as explained within Ms Picton's email to you of 19 January 2023 '*Please note the University's Complaints Procedure can only be utilised to raise issues related to studies and services/facilities offered by the University and as such does not involve any referral to the police or other external agency.*'

I have enclosed a FAQ factsheet for complaints for your information. I have also enclosed a support information leaflet containing the contact details of support services available to you within and outside the university and wish to remind you that the Student's Union Advice Centre can provide you with independent help and support in relation to your complaint or other academic/personal matters (the contact details for which can be found in the attached support information leaflet).

I look forward to hearing from you by 10 February 2023.

Yours sincerely

Carly Fussell
Student Cases Officer

Enc: FAQ Complaints Factsheet
Support information leaflet.