

COMPLAINTS PROCEDURE FOR STUDENTS

STUDENT COMPLAINT FORM

LEVEL 2 – FORMAL STAGE

**OFFICE USE ONLY:
DATE RECEIVED**

This form is to be completed under Level 2 – Formal Stage and should be sent to the Academic Registrar or nominee by email to StudentComplaints@ntu.ac.uk. Advice on the Complaints procedure and completion of the Complaint form can be obtained from the NTSU Information and Advice Service: <http://www.trentstudents.org/ias>

PLEASE TYPE OR COMPLETE IN BLOCK CAPITALS

This form **MUST BE FULLY COMPLETED** and submitted **WITH SUPPORTING EVIDENCE**. Failure to do so may result in a delay to your complaint.

To assist the investigation, please attach a copy of your Level 1 Complaint Form and a copy of the written outcome received from the relevant School/Professional Service.

PERSONAL DETAILS

FULL NAME: _____ STUDENT ID: _____

COURSE TITLE AND YEAR OF STUDY: _____

Address for correspondence in connection with the complaint (in the case of a Group Complaint, please attach a list of complainants on a separate sheet of paper and include their full names, student IDs, course title(s) and year of study):

Email: _____

Telephone number: _____

Level 1 – Local Level details

Date received Level 1 written outcome:

School or Department the complaint relates to:

Name of the person who responded to your complaint:

Outline of complaint, including dates of actions (please use additional sheets if necessary):

Which aspect of the Student Charter do you consider has not been fulfilled, and why?

Please explain why you are unsatisfied with the response you have received from the School or Service Department at Level 1 of the Student Complaints Procedure:

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Dean of School/Head of Service involved.

Please indicate, without prejudice, what outcome or further action you are expecting:

If you have written a formal letter of complaint to anyone else in the University please indicate names and / or let us know whether you intend to copy this to anyone else.

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

I consent to this information being made available in confidence to those appropriate to the progression and investigation of my complaint.

Signed: _____

Date: _____