

COMPLAINTS PROCEDURE FOR STUDENTS

**STUDENT COMPLAINT FORM
FORMAL PROCEDURE PART I**

**OFFICE USE ONLY:
DATE RECEIVED**

Please email completed forms to studentcomplaints@ntu.ac.uk.

This form is to be completed under Part I of the formal procedure and should be sent to the Academic Registrar or nominee by email. Advice on completing the form can be obtained from the NTSU Information and Advice Service at <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.

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:

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 here what steps you have taken, together with dates, to resolve your complaint locally and include the name of the person who was dealing with your complaint at this stage (as per the Informal Procedure):

Please explain why you are unsatisfied with the response you have received from the School or Service Department:

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: