

COMPLAINTS PROCEDURE FOR STUDENTS

STUDENT COMPLAINT FORM

LEVEL 3 – COMPLAINT REVIEW STAGE

**OFFICE USE ONLY:
DATE RECEIVED**

This form is to be completed under Level 3 – Complaint Review 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.

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 3 – GROUNDS FOR SUBMITTING A REVIEW

The only permissible grounds for a Complaint Review are:

- a. That there was a procedural irregularity in the consideration of the complaint which has materially affected the outcome; or
- b. That you have new material evidence which could not have previously been made available, for valid reasons.

Please state which of the above grounds you are submitting a review and explain why you are dissatisfied with the response you have received following the Level 2 outcome:

As part of the investigation of your complaint, a different member of the Academic Registry team will review your Level 3 complaint.

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: _____