

## **Your rights...explained.**

Here at NTU, we always try to do the right thing. We are committed to social mobility, and embed student choice, wellbeing and experience at the heart of everything we do to ensure that talented students who have the potential to succeed can join NTU. We want NTU to be a safe and enjoyable place for our community.

But that doesn't mean that we get it right every time, and we are always looking for ways to improve.

If you are an NTU applicant or current student, and we do something that doesn't meet your expectations, please tell us so that we can address this. You can provide feedback through our surveys, such as our applicant survey or our ongoing surveys Evasys and MySay, via your personal tutor or mentor, or by [contacting us](#) direct.

At NTU we also expect our people, including students, colleagues and the wider NTU community, to do the right thing. We do not tolerate any form of discrimination, bullying or harassment. The University encourages all members of our current and prospective community to be aware of their behaviour and interaction with others, and of the impact this may have.

If it's a serious issue, and you would like to submit a complaint, you will need to take one of the following options:

### **Applicants/prospective students**

If you have a complaint or would like to appeal an admissions decision, the first stage is to [contact](#) the Admissions and Enquiries team, to discuss your concerns or request feedback. You can also call us on (+44) 115 848 4200. The team will be able to talk through your feedback or issues and give you advice on how to take things further if you need to.

We always aim to resolve issues informally first, but please don't hesitate to contact us if you do have anything you would like to raise.

You can find our full appeals process in our [Admissions Policy](#).

### **Current students**

All NTU students agree to our [Student Charter](#) and [Student Code of Behaviour](#) as part of the enrolment process. These document the responsibilities of every student, and the behaviour we expect as part of this agreement is what being part of the NTU community means. We are very clear about how our students are expected to conduct themselves, in a way that is responsible and respectful to all others. We will investigate all potential breaches of this code of behaviour.

If you wish to make a complaint about any aspect of your student experience, we want to address it quickly, so you must do so within 60 days of the cause for concern occurring, and in writing, to the School/Service that your complaint relates to. We will acknowledge your complaint within five working days and communicate our response within 20 days.

Our full student complaints process is available [here](#).

When we make formal academic decisions about progression or awards you can appeal against that decision if you think it's not right. The appeals process is [here](#).

As always, if you have any questions, please submit a request using our [online form](#), or call us on (+44) 115 848 4200.