

**COMPLAINTS PROCEDURE FOR STUDENTS**

**STUDENT COMPLAINT FORM**

**LEVEL 1 – EARLY RESOLUTION AT LOCAL LEVEL**

**OFFICE USE ONLY:  
DATE RECEIVED**

Please email completed forms to your School Administrator, or to the Professional Service your complaint relates to.

This form is to be completed under Level 1 – Early Resolution at Local Level. 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: \_\_\_\_\_

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 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: \_\_\_\_\_