



Nottingham Trent  
University

Complaints Procedure for Students

# Student Complaint Form

---

Level 2: Formal Stage

Office use only  
Date received:

## Level 2 – Formal Stage

---

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](mailto: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**

<b>Date received Level 1 written outcome:</b>	
<b>School or Department the complaint relates to:</b>	
<b>Name of the person who responded to your complaint</b>	

**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 School 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 raised this complaint with anyone else prior to completing this form, please indicate the name(s) below:**

<b>Name</b>	
-------------	--

## 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: \_\_\_\_\_