



Nottingham Trent
University

Complaints Procedure for Students

Student Complaint Form

Level 1: Early Resolution at Local Level

Office use only
Date received:

Level 1 – Early Resolution at Local Level

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

Name	
-------------	--

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: _____