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| Complaints Procedure for Students |
| Student Complaint Form |
| Level 3: Complaint Review Stage  Office use only Date received: |

# Level 3 – Complaint Review Stage

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](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 3 – Ground for Submitting a Review

The only permissible grounds for a Complaint Review are:

1. 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 will review your Level 3 complaint.**

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