

# Level one complaint: early resolution at local level

You should complete this form for level one complaints for early resolution at local level. This is the first stage in the complaints procedure. Independent 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). You may also wish to access the [Peer Support Scheme](https://www.trentstudents.org/peersupport).

Please [email](https://www.ntu.ac.uk/__data/assets/pdf_file/0036/1809387/student-complaint-key-contacts.pdf) the completed form to your School, or to the Professional Service your complaint relates to.

This form must be fully completed and submitted with supporting evidence. If you don’t provide evidence it may result in a delay to your complaint.

Where you are submitting a group complaint, please provide the details of the main contact below, and then submit a list of complainants at the end of this document and include their full names, student IDs, course title(s) and year of study.

|  |  |
| --- | --- |
| Personal details |  |
| Full Name |  |
| Student ID |  |
| School |  |
| Course title and year of study |  |
| Address for correspondence in connection with the complaint |  |
| Email address |  |
| Telephone number |  |
| Main area of complaint (select from the options provided) | Course/assessment/placement  Teaching/supervision  Facilities  Finance  Discrimination and human rights  Harassment  Welfare and accommodation  Staff (academic or support)  Other (please specify) |

|  |  |
| --- | --- |
| Outline of complaint: *Please provide a clear, concise outline of your complaint including any dates on which events took place and any evidence you are providing to support your complaint.* | |
|  | |
| 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 seeking | |
|  | |
| If you have raised this complaint with anyone else prior to completing this form, please provide their 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/provide additional evidence 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.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_