

# Level two complaint: formal stage

You should complete this form for level two: formal stage complaints. This is the second stage in the complaints procedure and should be invoked only after a level one complaint has completed. 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 the completed form to [StudentComplaints@ntu.ac.uk](mailto:StudentComplaints@ntu.ac.uk).

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. To assist the investigation, please also include a copy of your Level 1 Complaint Form and the written outcome received from the School/Professional Service.

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) |
| Level one: Early Resolution at local level outcome | |
| Date level one outcome received |  |
| Level one outcome |  |
| School or Professional Service |  |
| Name of the person who responded to your level one complaint |  |

|  |  |
| --- | --- |
| 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 outline why you consider your complaint to be unresolved following level one of the complaints procedure. | |
|  | |
| 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_