Complaint Form for Students

Please read the [Complaints Procedure for Students](https://www.nulondon.ac.uk/academic-handbook/policies-and-procedures/general/student-welfare/complaints-procedure-for-students/) before completing this form. The completed form should be submitted to the [Registry](mailto:student.complaints@nulondon.ac.uk) who will log and acknowledge receipt. Please ensure you keep a copy of the Form for your own record.

Please contact [Student Support and Development](mailto:studentsupport@nulondon.ac.uk) if you require this form in a different format.

# Personal Details

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** |  | **First Name(s)** |  |
| **Family Name(s)** |  | | |
| **University ID Number** |  | | |
| **Programme Title** | e.g. BA (Hons), MA, NUin, NU Bound, GEP | | |
| **Year of Study** |  | | |
| **Daytime Phone Number** |  | | |
| **University Email Address** |  | | |

# Procedure

The University’s Complaints Procedure for Students follows the Office of the Independent Adjudicator good practice framework, which promotes the use of early resolution. The Early Resolution Stage at the University will normally follow a mediation/conciliation process, which aims to promote understanding regarding the complaint, provide more details and result in a swift mutually satisfactory conclusion.

This is a voluntary process and will be managed by the appointed Complaints Case Officer. If the complaint raised is complex or the complainant does not consent to taking part in the Early Resolution Stage, the complaint may progress directly to the formal Student Complaints Panel procedure. For more details, please see the [Complaints Procedure for Students](https://www.nchlondon.ac.uk/wp-content/uploads/2021/10/7.0-Complaints-Procedure-for-Students.pdf).

Are you willing to take part in the Early Resolution Stage?

Yes

No

# Complaint Details

|  |  |
| --- | --- |
| **Person or persons against whom the complaint(s) are made (if applicable)** | |
|  | |
| **Date, time and location of the incident and its reporting** | |
|  | |
| **Witnesses who observed the incident and/or others made aware of the incident** | |
|  | |
| **Actions taken to deter or resolve the incident** | |
|  | |
| **Any substantiating documentation/evidence**  List the evidence you are submitting: | |
| *1* | *Email from xx and response* |
| **Other information** | |
|  | |
| **What resolution are you seeking (this may not always be applicable or possible)** | |
|  | |
|  | |
| Declaration  I declare that the information given in this Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.  I also agree (in accordance with the General Data Protection Regulation) to this form being held on file by the Registrar.  Signature: ………………………………………………………………….  Date: ………………………………………………………………………. | |

# Version History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Title: Complaint Form for Students**  **Approved by: The Quality Team**  **Location: Academic Handbook/ Policies and Procedures/ General/ Student Welfare** | | | | |
| **Version Number** | **Date Approved** | **Date Published** | **Owner** | **Proposed Next Review Date** |
| 23.3.0 | November 2023 | November 2023 | Quality Team | October 2024 |
| *Version numbering system revised March 2023* | | | | |
| 2.0 | February 2023 | February 2023 | Quality Team | October 2024 |
| 1.0 | October 2021 | October 2021 | Quality Team | October 2023 |
|  | | | | |
| Referenced documents | Complaints Procedure for Students | | | |
| External Reference Point(s) | None | | | |