# Student Stage 2 Complaints Form (Taught Programmes)

## Introduction

This form is to be completed in support of complaints made by students in accordance with the University’s Student Complaints Procedure, Section 10 of the Handbook of Student Regulations (Taught Programmes). Please read this before completing this form.

You should especially note that it is expected that you first attempt to resolve the complaint informally (this should be within three months of the alleged event(s) about which you are complaining).

If you remain dissatisfied, you should normally submit a Formal Complaint within 10 working days of hearing the outcome of your informal complaint. If submitting a group complaint all should individually sign a form.

## Privacy and Confidentiality

In investigating your complaint, we will take every care to safeguard your privacy and confidentiality. However, any member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them.

In addition, it may be necessary to share your complaint with other parties within the University likely to be helpful in providing a solution.

## Personal Details

|  |  |
| --- | --- |
| **Full name** | Click here to enter text. |
| **Student number** | Click here to enter text. |
| **Faculty** | Choose an item. |
| **Course name** | Click here to enter text. |
| **Contact phone number** | Click here to enter text. |
| **Contact e-mail address** | Click here to enter text. |
| **Date of the alleged event(s) about which you are complaining** | Click to enter a date. |

|  |  |
| --- | --- |
| **Campus** | Choose an item. |

## Formal Complaint

Is this a group complaint?  Yes [ ]  No [ ]

If yes, please provide the names of the other complainants in the box below and attached their signed consent to this document.

|  |
| --- |
| Click here to enter text.  |

The deadline for submitting a complaint is 3 months after the alleged event(s). If your complaint, or any aspect of your complaint, is out of time, please provide and evidence a good and valid reason for not submitting your complaint on time. Without this, your complaint may be ruled as out of time.

|  |
| --- |
| Click here to enter text.  |

You should set out the reason(s) why the complaint is being made; state who or what is being complained about; state the nature of the complaint; and the consequences that you believe you have suffered as a result.

|  |
| --- |
| Click here to enter text.  |

**Note:** should you wish to utilise additional supporting documentation, please attach these to this form. You must provide these documents in full, and in a format that is clear to read.

## Stage 1: Informal Complaint Details

Please summarise your attempts to resolve your complaint informally:

|  |  |
| --- | --- |
| **Date of discussion** | Click here to enter a date. |
| **Who did you discuss this with?** | Click here to enter text. |
| **Why are you dissatisfied with the outcome?** | Click here to enter text. |

## Outcome Sought to the Complaint

Please indicate the outcome you seek in making this complaint:

|  |
| --- |
| Click here to enter text. |

**Note:** this is to help the University understand your complaint. The ultimate outcome may differ from this. You are asked to note that this is your preference only, and places no restriction on the outcome of the operation of the Complaints Procedure.

## Documentation Attached

You must provide supporting documents to explain the grounds for your complaint in detail and provide supporting evidence. Please list the documents supplied in the space below, and attach them to this form:

**Note:** you must provide these documents in full, and in a format that is clear to read.

|  |
| --- |
| Click here to enter text. |

## Submitting your Complaint

Please state the name and position of the person(s) to whom the complaint is submitted:

|  |  |
| --- | --- |
| **Full name** | Click here to enter text. |
| **Position** | Click here to enter text. |

## Data Protection

I hereby consent for any sensitive/confidential personal data, such as counselling records, held by the University to be made available to the Student Casework Team or Service Complaint Manager for use as evidence or supporting documentation as appropriate.

I understand that as part of the investigation into my complaint, the Student Casework Team or Service Complaints Manager may be required to share this information with other University staff on a need-to-know basis.

**I declare that, to the best of my knowledge, all of the information I have supplied is true, accurate and complete. I give my consent for information in this form and attached documents, and personal data held elsewhere within the University to be shared with relevant members of University staff on a need-to-know basis for the purpose of investigating my complaint.**

[ ] **I confirm that this signature is of the student making this complaint**

|  |  |
| --- | --- |
| **Signature** | Click here to enter text. |
| **Date** | Click here to enter a date. |

# Guidance

## Request an Alternative Format

If you would like this document in an alternative format, please contact the Student Appeals and Complaints Officer: studentappealsandcomplaints@northumbria.ac.uk

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## Advice or Assistance

For further procedural explanation of the appeals process, contact:

**Student Engagement Team**

Via Student Portal

Student Central

Ask4help@northumbria.ac.uk (if no longer a student)

**Student Appeals and Complaints Officer**

studentappealsandcomplaints
@northumbria.ac.uk

For advice or assistance in completing this form, or with any other aspect of the complaints process, contact:

**Students’ Union Advice Service**

Su.advice@northumbria.ac.uk

[Students’ Union](https://www.mynsu.co.uk/getsupport/)

## Submitting Your Complaint

Please make a copy of the completed form for your records, and submit the original and attached documents via the Student Portal or to Ask4Help@northumbria.ac.uk if you are no longer a student.