

QUICK GUIDE TO THE STUDENT COMPLAINT AND RESOLUTION PROCEDURE

Local resolution (Level 1)

We encourage you to raise your issue in writing with a member of staff at your school, unit or service within 3 months of the circumstance taking place.

You should receive an outcome within 30 days.



Formal investigation process (Level 2)

If you are dissatisfied with the local resolution or your circumstances are not appropriate for local resolution, you should submit a [Student Complaints Level 2 Application Form](#).

You will receive an acknowledgement within 7 days.

Your complaint will be investigated by a Complaint Officer and you will receive an outcome within 60 days.



Complaint committee

If the issues raised in your complaint are particularly serious the matter may be referred to a Complaint Committee.



Case review (Level 3)

If you are dissatisfied with the outcome of the formal investigation process you can request a case review by writing to: casework@ncl.ac.uk.

You will receive an acknowledgement within 7 days and an outcome within 30 days.

If appropriate your complaint may be reinvestigated by a new Complaint Officer or a Complaint Committee.



External Ombudsman

If you remain dissatisfied with the outcome to your complaint, you can submit a complaint to the Office of the Independent Adjudicator via the [OIA website](#).

Points to Note

Use this procedure if you are unhappy with the service or treatment you have received from a School, Service or a staff member.

Seek independent Advice from your Personal Tutor or the Students' Union [Student Advice Centre](#) or the [Student Wellbeing Service](#).

We will only share the details of your complaint with those that need to know.

Attach appropriate evidence to your complaint.

Submit Complaint forms, queries or requests to casework@ncl.ac.uk.

Resources

[Student Complaints and Resolution Procedure](#)

[Student Complaints Level 2 Application Form and Guidance](#)

[Student Advice Centre](#)

[Student Wellbeing Service](#)

[Student Charter](#)