

STUDENT COMPLAINT & RESOLUTION FORM



Please send this form, together with supporting documentation, for the attention of:
 Head of Student Progress Service, The Casework Team, King's Gate,
 or via email to casework@ncl.ac.uk

Note: Before submitting this form, please read the Student Complaints and Resolutions Procedure, available from the Student Progress Service, King's Gate, or at <https://www.ncl.ac.uk/students/progress/Regulations/Procedures/complaints.htm>.

Complaints received more than 6 months after the event(s) in question will **not** be investigated without a detailed reason for the delay being provided. This form should **not** be used for Academic or Disciplinary Appeals or when making an allegation about other students.

Your Personal Tutor or the Student Advice Centre www.nusu.co.uk/sac may be able to help with the submission of your complaint.

1. Your Details

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| Name: | Student Number: |
| School: | Programme: |
| Stage: | Name of Tutor / Supervisor: |
| Address (see Guidance note 1): | |
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| Telephone: | Mobile telephone: |
| Email: | |

If possible, please provide a personal email address, alongside your Newcastle University email address.

N.B. It is the complainant's responsibility to keep the University updated with changes to contact details throughout the complaint process.

2. Complaint Details

Please describe the grounds for your complaint. It would be helpful if you could include the names of those people with whom you have attempted to resolve your complaint under Level 1 of the Complaints and Resolutions Procedure. (Please continue on a separate sheet if necessary and attach any additional evidence as appropriate – you must ensure you provide full details of your reasons for complaint.)

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Have you received a response on your initial, Level 1, complaint from the relevant school or service?

YES* NO*

*If your answer to the above questions is 'no', please explain why and explain with whom within the University, if anyone, you have raised the matter (see Guidance note 2e).

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What is the purpose of your complaint?

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What outcome are you seeking?

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Data Protection Information

All information obtained within the process of consideration of your complaint will be held in accordance with General Data Protection Regulations (GDPR) and the University's Student Privacy Notice, www.ncl.ac.uk/data.protection/documents/StudentPrivacyNotice20180525.pdf

In accordance with GDPR, we are required to obtain your consent for relevant members of staff to view any personal data you may provide in connection with your complaint. By signing this form, you are giving permission for all relevant staff, particularly those mentioned in the complaint with their line managers, those considering your complaint and seeking to resolve the matters raised, and the Office of the Independent Adjudicator 'OIA' (if submitted to the OIA) to have access to your documentation. If you do not wish a particular staff member to see your documents, please ensure that this is made clear in your complaint submission – but also note that the University may be unable to proceed with your complaint if we are unable to seek a response from a key member of staff.

Signature: _____ Date: _____

STUDENT COMPLAINT FORM GUIDANCE NOTES

Note 1 – Your details

To allow the Student Progress Service to keep you informed of the progress and outcome of your complaint you are asked to provide full contact details, **Noting no action will be taken in the case of complaints made anonymously.**

Note 2 – Does this procedure apply to you?

- a) This form can be used by any student who wishes to make a Level 2 formal complaint about a level of service, access to facilities or treatment from a School, Service or employee within the University where it has not been possible to resolve the problem directly with the relevant School or Service under Level 1 of the Complaints and Resolutions Procedure. It is not appropriate when reporting allegations of misconduct about other students.
- b) If you wish to make a complaint about actions by University employees which you believe contravene respectful behaviour or discrimination, as outlined in the [Student Charter](#) you should do so by following the [Student Complaints and Resolution Procedure](#). You should make it clear that your grievance relates to the behaviour expectations highlighted in the Student Charter.
- c) Academic, Disciplinary and Support to Study appeals will not be considered at any stage under this procedure, but are subject to the Academic Appeals Procedure, Student Disciplinary Procedures (including Assessment Irregularities) and Support to Study Procedures for students respectively. The Head of the Student Progress Service shall consider whether a complaint is able to proceed, if the subject of the complaint is still being considered, under any other University procedure.
- d) Complaints relating to University residences should initially be made under the Accommodation Service Compliments, Comments and Complaints Procedure, available at <https://www.ncl.ac.uk/accommodation/current-students/feedback/> before making a Level 2 formal complaint under the Student Complaints and Resolutions procedure.
- e) **It is expected that you will have attempted to resolve your grievance by raising it with the relevant school or service or that you have consulted your tutor or supervisor, Head of School or other member of staff to assist you. It is your responsibility to raise your concerns, at an early stage, with the appropriate member of staff within the relevant school/service, before submitting a Level 2 complaint form.**
- f) If your complaint is about another student, you should seek assistance from the appropriate Senior member of Staff in the first instance, or write to the Student Progress Service via Casework@ncl.ac.uk to make an allegation of misconduct and this will be investigated under the University's [Student Discipline Procedure](#). Initially concerns affecting your studies should be discussed with your tutor or supervisor, Head of School or other relevant member of staff. If the matter is of a criminal nature, you should contact the local Police to report the incident(s) and obtain assistance. If the matter is regarding your private accommodation contract or shared utility bills, you can seek assistance from the Student Advice Centre, Students' Union (www.nusu.co.uk/sac).
- g) If you decide that you wish to submit a Level 2 formal complaint, you will find it helpful to read the Student Guide, which includes the Student Charter. This Guide explains the level of service you can expect from the University and, in turn, what is expected from you. It is available at: <https://www.ncl.ac.uk/pre-arrival/support/>
- h) You should note that it is important to lodge a complaint as soon as possible after the event in question. Complaints received more than 6 months after the event(s) in question will **not** be investigated without a detailed reason for the delay being provided.
- i) This procedure relates to registered students of the University. The Procedure can also be followed by students who have left the University within the last 6 months.

Note 3 – Your consent

If the Student Progress Service is to pursue your formal complaint, it will need to take the matter up with all those concerned. Similarly if you seek external review via the Office of the Independent Adjudicator it is likely that **all** of your complaint submission will be requested for review. Therefore, please remember to sign the form or return it using your Newcastle University email, which will confirm your consent to contact specific and relevant members of staff for their response. Please note it is your responsibility to seek consent for any third party data submitted to the University in support of your complaint.

WHAT HAPPENS NEXT?

Once you have made a Level 2 formal complaint by completing this form, it will be acknowledged within 7 calendar days by the Student Progress Service (SPS). Following consideration of your submission you might be invited to meet with members of the SPS. If the complaint cannot be resolved at this meeting, the SPS will proceed with its investigation. It should be recognised that it will take time to gather and consider all the necessary information, as well as allowing both parties to comment on any submitted material. The SPS will endeavour to complete its investigation within 60 calendar days of the receipt of the Level 2 Complaint & Resolution Form. However, please note that it is not always possible to reach an outcome within this deadline. You should however, be informed of the reasons should a longer period of investigation be required. At the conclusion of the investigation you will be notified in writing of the outcome.

**Send this form, with full details and evidence relating to your complaint, to:
The Head of the Student Progress Service, King's Gate (casework@ncl.ac.uk)**