

### Higher Education Complaint or Concern

Office use only. Date received:
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#### Stage 1 – Early Resolution at local level

#### To be resolved within 10 College working days

Student Name	
Student ID Number	
Course	
Date complaint raised	
Staff name	

Outline of issue:

Resolution discussed:

*If further investigation required, note date to be completed by and make arrangements to meet again to resolve within 10 day deadline*

Resolution agreed: Yes/No

Next stage of the HE Complaint Procedure has been confirmed to the student if 'No' (tick)

Signed (student):

Date:

Signed (member of staff):

Date:

Note to Staff: On completion please send copies to:

- HE Course Leader
- Head of Faculty
- The University Centre (HE Standards and Programme Development Manager)
- Complaints team: [feedback@nottinghamcollege.ac.uk](mailto:feedback@nottinghamcollege.ac.uk)