

**Higher Education Complaint
Stage 2, Step 1– Formal Complaint**

Office use only. Date received:

We recommend you read through this form before completing it.

Part A: Personal Details	
A1: First name	
A2: Family name	
A3: Student ID Number	
A4: Address, including postcode	
A5: Contact Telephone number	
A6: Email address	
A7: Course attended	
A8: Your Faculty	

Part B: Early resolution (raising a Concern)	
You can only submit your complaint using this form if you have completed the Early Resolution stage	
B1: What was the outcome of the early resolution stage of your concern, and why are you not satisfied with it?	
B2: When did the early resolution stage end?	
B3: Who did you contact about your concern?	
B4: What did they do?	
B5: If you did not attempt early resolution, why not?	
<input type="radio"/> I did attempt early resolution <input type="radio"/> I did not attempt early resolution because:	

Part C: Complaint details

C1: For each area you are complaining about, please indicate the faculty or service area, date and type of issue:

	Date	Issue
Construction <input type="checkbox"/>		
Creative Arts <input type="checkbox"/>		
Science and Care <input type="checkbox"/>		
Initial Teacher Education <input type="checkbox"/>		
International <input type="checkbox"/>		
Lifestyle <input type="checkbox"/>		
6 th Form, International and Business <input type="checkbox"/>		
Sports, Catering and Travel <input type="checkbox"/>		
Technology & IT <input type="checkbox"/>		
Admissions <input type="checkbox"/>		
Finance <input type="checkbox"/>		
IT <input type="checkbox"/>		
Library and Learning Resources <input type="checkbox"/>		
Security <input type="checkbox"/>		
Student Services <input type="checkbox"/>		
Other <input type="checkbox"/>		

C2: Are you making this complaint within one calendar month of raising the initial concern?

If you are not making your complaint within one calendar month of raising the initial concern, you **must** provide the reason:

I am making this complaint within one calendar month of raising the initial concern

I am not making this complaint within one calendar month of raising the initial concern.
Reason:

C3: Your complaint – what happened? When did it happen? Who was involved? How were you affected?

Please set out your complaint clearly and briefly. You **must** provide evidence to support your complaint and describe how the evidence supports what you are saying (see also C4, below). **We will only consider your evidence if you mention how it supports what you are saying:**

Empty space for providing the details of the complaint and supporting evidence.

C4: What evidence are you providing?
Please label your evidence and describe what it is below. For example, <i>Evidence A is an email sent to me from the College on (insert date)</i> . We will only consider your evidence if you have labelled it and described how it supports your complaint in C3 (above):
<p>Evidence A.</p> <p>Evidence B.</p> <p>Evidence C.</p> <p>Evidence D.</p> <p>Evidence E.</p>
C5: What outcome or further action are you hoping for?
We will only consider outcomes which are reasonable, and which are allowed by College policies.
C6: Would you consider mediation to attempt resolution of your complaint?
<p><input checked="" type="radio"/> I would consider mediation to resolve my complaint</p> <p><input type="radio"/> I would not consider mediation to resolve my complaint because:</p>

D: Your Declaration
<ul style="list-style-type: none"> • I have read and understood the Higher Education Complaints Policy and Procedure • I understand that the College will accept a complaint from students, members of the public or third parties (if they are acting as the complainant's representative and the complainant has provided permission in writing to act under the requirements of the General Data Protection Regulations) • I understand that the College will assess my request to decide whether it meets the conditions to be considered under the Higher Education Complaints Policy and Procedure • I can confirm that the information given on this form and the supporting evidence is true and accurate • I understand that the College may need to share information with other persons or organisations as part of any investigation to resolve my complaint • I understand that if my complaint is believed to be frivolous or vexatious the College has the right to terminate its consideration of this complaint and write to me to explain the reasons • By submitting this form I authorise the College to investigate my complaint.

Signature		
If submitting your form electronically (for example, by email), please type your name		
<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;"></td> <td style="width: 20%;">Date:</td> </tr> </table>		Date:
	Date:	

Please submit your completed form along with your evidence to:
feedback@nottinghamcollege.ac.uk