**Level 2 Complaint Form**

**Formal request to a Head of School/Service to review a complaint**

Section 1: Student Details

|  |  |  |
| --- | --- | --- |
| Title: | Forename(s): | |
| Family name / Surname: | | |
| Student ID Number: | | |
| Contact telephone number(s): | | |
| Email Address (*please include your University email address as well as any personal email address, all correspondence will be by email, unless otherwise instructed*): | | |
| Undergraduate/Postgraduate: | | Year of study: |
| Home Department/School: | | Programme of Study: |

Section 2: Level 1 Complaint Details

I have read the University's Student Complaints [Policy](https://www.nottingham.ac.uk/qualitymanual/concerns-complaints-and-appeals/pol-student-complaints.aspx) and [Procedure](https://www.nottingham.edu.my/CurrentStudents/StudentRegistry/Complaints.aspx), and I confirm that I have tried to resolve the matter informally with the relevant school, department or service by contacting the following people (add rows if required):

|  |  |  |
| --- | --- | --- |
| Name of person | Date | Details of meetings/correspondence/conversations  **You must include the date of the conclusion of your informal complaint and provide a copy of any relevant correspondence in relation to it in section 4 below** |
|  |  |  |
|  |  |  |

**Note:** A level 1 complaint should be raised within one month of the cause for complaint. A level 2 complaint should be raised within one month of the level 1 outcome. If your level 2 complaint submission is late, please briefly explain the reason for the delay:

|  |
| --- |
|  |

If you are awaiting evidence that you wish to submit with the form and you do not think you will receive it in time to meet the submission deadline please contact the [UNM Student Complaints Team](mailto:Student.Complaints@nottingham.edu.my) to request an extension to the deadline.

### Section 3: Details of Level 2 Complaint

Tell us your complaint. Please be as clear and succinct as possible and ensure you include relevant evidence in support of the issue(s) raised when completing section 4. If there is more than one issue, please number them clearly:

|  |
| --- |
|  |

### Section 4: Evidence/Supporting documents

You must include full copies of all relevant evidence in support of the issue(s) raised as part of your complaint. Emails must clearly show recipients and the dates messages were sent. All documents should be in English and must be clearly labelled and listed below (add rows if required). The translation of documents should be done by an accredited translator.

|  |  |  |
| --- | --- | --- |
| Appendix Number | Date | Details of evidence |
| *Eg, Appendix 1* | *6 August 2021* | *Email correspondence from X in response to my informal complaint and directing me to Level 2 of the Complaints Procedure* |
|  |  |  |
|  |  |  |
|  |  |  |

### Section 5: Data Protection

*In accordance with the Guide to the General Data Protection regulations, you should only submit data relating to living third parties if it is strictly necessary for the consideration of your complaint. Please don’t include other people’s data if it’s not relevant to your complaint. Additionally, please notify anyone whose data you are including in your paperwork that you are doing so in order that, if they wish to do so, they can contact the University to object to that data being held*.

### Section 6: Resolution

To resolve my complaint, I would like the following to happen (add rows if required):

|  |  |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |

If you are asking for financial redress, please indicate the amount requested and the rationale behind it. When considering remedies the University consults guidance from the [Office of the Independent Adjudicator (OIA)](https://www.oiahe.org.uk/about-us/reviewing-complaints/what-happens-when-a-student-complains-to-us/putting-things-right/).

### Section 7: Declaration

I hereby declare that the information provided by me is true to the best of my knowledge and understanding and represents a full account of the matters I wish to raise as part of my complaint. I understand that new issues known to me now but not included in this complaint will not be considered at a later stage.

In submitting this form, I give my consent for this information to be disclosed to relevant University staff responsible for the investigation and consideration of my complaint. I understand that the form and associated documentation and correspondence will be kept on my university record.

It is your responsibility to ensure that the form has been completed correctly and that any supporting documentation is listed and attached.

I am aware of the University’s [Unacceptable Behaviour Policy](https://www.nottingham.ac.uk/academicservices/documents/unacceptable-behaviour-policy.pdf) and the need to act in accordance with it .

Signature

Date

When complete, please email this form and any supporting documentation to

[Student.Complaints@nottingham.edu.my](mailto:Student.Complaints@nottingham.edu.my)