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**Student Complaint Form**

***Please complete this form either electronically or, if handwriting, please complete in block capitals:***

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| 1. **Student Details** | |
| **Surname:** |  |
| **First name:** |  |
| **Student No:** |  |
| **Contact address:** |  |
| **Contact e-mail(s) address:** |  |
| **Contact telephone number:** |  |
| **Date of Birth:** |  |
| **Programme of study:** |  |
| **Year of study:** |  |

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| 1. **Important information and guidance – please read before submitting your complaint** |
| You are advised to read through the Student Complaints Procedure, found on the Northern School website: <https://www.nscd.ac.uk/policies-and-procedures/> before making a submission, as it contains important information about how your complaint will be handled and respective timeframes. You may contact the Head of Academic Registry & Quality Assurance if you have any queries about the procedure, by emailing [hannah.perry@nscd.ac.uk](mailto:hannah.perry@nscd.ac.uk).  The Student Complaints procedure has three stages (Stage 1 is the Informal Stage, and you need not submit this form if your complaint is at Stage 1, though you are welcome to use this form to do so if it is helpful).  You should clearly indicate on this form which stage you are lodging your complaint.  **To make a Stage 2 Complaint, you must submit the following to the Head of Academic Registry & Quality Assurance via email at** [quality.office@nscd.ac.uk](mailto:quality.office@nscd.ac.uk)**:**   * A completed Student Complaint Form * Any supporting evidence (this should be listed in Section 5 of the form)   **To make a Stage 3 Appeal incorporating a Review, you must submit the following to the Head of Academic Registry & Quality Assurance via email at** [quality.office@nscd.ac.uk](mailto:quality.office@nscd.ac.uk)   * a new, completed Student Complaint Form * the original Stage 2 Student Complaint form you submitted, together with any supporting evidence which was submitted for consideration with the Stage 2 submission * the Stage 2 Outcome letter * Any other new evidence which you wish to have considered as part of your Stage 3 appeal   **Please complete all the requested information. Please note that incomplete or late submissions at either Stage 2 or Stage 3 will not normally be considered.**  **For group complaints, the Student Group Complaint Form should be used** (you can find the form at <https://www.nscd.ac.uk/policies-and-procedures/>:). |

***Please indicate whether you are lodging a Stage 2 Complaint or a Stage 3 Appeal, and the respective grounds, by completing the relevant boxes below*** *(you may if you wish use this form to submit a complaint at Stage 1, but as Stage 1 is the Informal Stage, it is not necessary to use this form to do so)****:***

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| 1. ***Indicate the stage of your complaint***   **(*Please tick the relevant box to indicate the stage*)** | |  |
| ***I am lodging a Stage 1 Complaint***  *(it is not mandatory to use this form to make a complaint at Stage 1)* |  | ***Please go to Section 4 of this form and complete Sections 4-8*** |
| **I am lodging a Stage 2 Complaint** |  | **Please go to Section 4 of this form and complete Sections 4-8** |
| **I am lodging a Stage 3 Appeal** |  | **Please go to Section 9 of this form and complete Sections 9-12** |

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| 1. ***STAGE 2 COMPLAINT: COMPLAINT SUMMARY*** |
| Please summarise in no more than 100 words, the nature of your complaint. You will be asked to provide more detailed information later in this form, but this summary will enable us to understand the most important elements of your complaint from your point of view. |

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| 1. ***CAUSING FACTORS***   *Please specify which factors you believe to be the cause of your complaint:* | ***Please tick all that apply*** |
| i) the provision of academic programmes (how your training is provided); |  |
| ii) how your training is provided when on placement; |  |
| iii) inadequate services or facilities |  |
| iv) decisions, actions or perceived lack of action taken by a member of school staff (this might include in relation to other policies and procedures such as disciplinary); |  |
| v) staff misconduct; |  |
| vi) student misconduct; |  |
| vii) complaints relating to discrimination, harassment or bullying (please see the Conservatoire Policy on Sexual Misconduct, Harassment and Related Allegations for further guidance about complaints within this area); |  |
| viii) matter(s) of complaint relates to operations of the committees and the administration of the Conservatoire; |
| viii) Other (please specify): |  |

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| 1. ***YOUR STAGE 2 COMPLAINT*** |
| *Please set out the main points of your complaint. It is helpful if, in providing your complaint, you can adhere to the following guidance:*   * *Be concise and stick to the facts* * *Present the facts in a chronological order, as far as possible* * *Try and keep emotion out of your reported complaint, but do explain how you feel it has affected you and any resulting impact* |

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| 1. ***DESIRED OUTCOME(S)***   *Please specify your desired outcomes or resolutions to your complaint/appeal* |
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***List all documentation enclosed with your submission*** *(there is no minimum or maximum limit)*

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| 1. ***DOCUMENTATION*** | |
| **No.** | **Description** |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |

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| 1. ***STAGE 3 APPEAL INCORPORATING NSCD REVIEW***   *Please indicate the basis upon which you are lodging your Stage 3 appeal* | | ***Please tick all grounds that apply:*** |
| An appeal against the findings of the Stage 2 Investigator may be allowed, subject to the discretion of the CEO of NSCD or their nominee, if the CEO is satisfied that either or both of the following criteria apply: | i) that there is new evidence that could not have been, or for good reason was not, made available at the time of the investigation by the Stage 2 investigator, and that sufficient evidence remains that the complaint warrants further consideration; |  |
| ii) that evidence can be produced of significant procedural error in t the Stage 2 complaint, including allegations of prejudice or bias, and that sufficient evidence remains that the complaint warrants further consideration. |  |

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| 1. ***STAGE 2 OUTCOME*** *(Please complete the relevant information in the boxes below):* | |
| **Date of Stage 2 complaint Outcome Letter:** |  |
| **Stage 1 Outcome (Upheld/Not upheld):** |  |
| **Stage 2 Outcome (Upheld/Not upheld):** |  |
| 1. ***STATEMENT OF APPEAL***   *Please write a statement describing the issue(s) of appeal. Your statement MUST include an explanation of how you believe you meet the respective ground(s) under which you are making your appeal.* | |
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| 1. ***DESIRED OUTCOME(S)***   *Please**specify**your desired**outcomes or resolutions to your**appeal* | |
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| **Student Declaration:** | I declare that the information given in this form is true and accurate, to the best of my knowledge. |
| **Signature:** |  |
| **Date of submission:** |  |