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**Student Group Complaint Form**

**To be completed by the lead student nominated by the students bringing the complaint to be the spokesperson for the group, and to liaise with the School on behalf of the group**

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

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| **1 a) Lead Student Details** (please ensure that these are the Lead Student’s details only) | |
| **Surname:** |  |
| **First name:** |  |
| **Student No:** |  |
| **Contact address:** |  |
| **Contact e-mail(s) address:** |  |
| **Contact telephone number:** |  |
| **Date of Birth:** |  |
| **Programme of study:** |  |
| **Year of study:** |  |

All students wishing to make the group complaint should complete their details below. Students who sign the form are giving their consent that their complaint will be dealt with collectively, via liaison with the lead student, and that they have given their consent to the Lead Student to act on their behalf as the point of liaison for the group complaint.

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| **1 b) Details of Other Students Bringing the Stage 2 Complaint / Stage 3 Appeal** | | | | | |
| **Student No:** | **Full name:** | **Programme of Study:** | **Year of study:** | **Signature:** | **Date:** |
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| 1. **Important information and guidance – please read before submitting your group complaint** |
| All students involved in making a group complaint 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 quality.office@nscd.ac.uk  The Student Complaints procedure has three stages (Stage One is the Informal Stage, and you need not submit this form if your complaint is at Stage One, though you are welcome to use this form to do so if it is helpful). The Lead Student should clearly indicate on this form under which stage the group is lodging their complaint / appeal.  Whether at Stage Two Complaint or Stage Three Appeal, the Lead Student should complete all sections of the form except Section 2 ‘Details of Other Students Bringing the Stage Two Complaint / Stage Three Appeal’.  **To make a Stage Two Formal Group Complaint, the Lead Student must:**   1. Ascertain which students wish to make a group complaint in advance of completing the Student Group Complaint Form; 2. Complete the Student Group Complaint Form in full, with the exception of Section 2 ‘Details of other students bringing the complaint’; 3. Ask the other students identified as wishing to make the formal complaint to complete Section 2 of the completed Student Complaint Form; 4. Submit via email to the Head of Academic Registry & Quality Assurance a completed Student Group Complaint Form, copying into the email all students who have signed this form, at[quality.office@nscd.ac.uk](mailto:quality.office@nscd.ac.uk) ; 5. Submit any supporting evidence (this should be listed in Section 5 of the form) together with the form.   **To make a Stage Three Appeal incorporating a Review, the Lead Student must submit:**   1. Ascertain which students that were part of the group submitting the Stage Two Complaint wish to make a Stage Three Appeal; 2. **Complete a new Student Group Complaint Form**, again with the exception of Section 2 ‘Details of other students bringing the complaint’ 3. Ask the other students identified as wishing to make the Stage Three Appeal to complete Section 2 of the Student Complaint Form; 4. Submit via email to the Head of Academic Registry & Quality Assurance at [quality.office@nscd.ac.uk](mailto:quality.office@nscd.ac.uk) the following:    * the new completed Stage Three Appeal Student Group Complaint Form,    * the original Stage 2 Student Group Complaint form that was submitted by the Lead Student, 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 the group wished to have considered as part of the Stage 3 appeal.   **The Lead Student may not use the same Student Complaint Form that was submitted for Stage Two to make a Stage Three Appeal, as this will not clearly indicate the consent of all students involved in the group complaint that they wish to proceed to a Stage Three Appeal.**  **Only students who have signed this form should be copied in to emails submitting Stage Two complaints or Stage Three appeals;** copying in other students who have not clearly consented to authorising the Lead Student to act on their behalf may constitute misconduct (see the NSCD Non-Academic Misconduct Policy at <https://www.nscd.ac.uk/policies-and-procedures/>).  **Please complete all the requested information. Please note that incomplete or late submissions at either Stage Two or Stage Three will not normally be considered.**  **All correspondence relating to the Stage Two Complaint / Stage Three Appeal will be directed to the Lead Student.** |

***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, clearly indicating that you are making a Stage 1 Complaint*** |
| **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 further guidance about complaints within this area). |  |
| viii) Other (please specify): | |
| 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 A 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):** |  |

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| 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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| **Declaration by the Lead Student:** | I declare that the information given in this form is true and accurate, to the best of my knowledge, and that I have been nominated on behalf of the students listed above to be the Lead Student in relation to this complaint/appeal.  I understand that being the Lead Student means I am to act as the spokesperson for the complaint, that all communications regarding the complaint will be directed to me, and that I have a responsibility to keep the group complainants informed of any developments and progress whilst the complaint/appeal is ongoing.  I will submit this completed Student Group Complaint form to the Head of Academic Registry & Quality Assurance via email, and copy in the students listed above in this form.  I will only copy into the complaint/appeal submission email those students who have completed Section 2 of this form, as I understand only those students who have expressly consented to me representing them should be copied in. | | |
| **Signature of the Lead Student:** |  | **Date of submission:** |  |