



## FORMAL COMPLAINT FORM

**Newbold College of Higher Education operates an informal complaints procedure and a formal complaints procedure. You should raise issues through the informal procedures in the first instance and should only use this form if it has not been possible to find a remedy to the complaint or if you are dissatisfied with the proposed remedy under the informal procedures.**

Before completing this form, you should read the College's Complaints Policy. This form cannot be used for complaints against the decisions of Examining Boards or disputes with persons not employed by or subject to the jurisdiction of the College. The form does not apply to student complaints about the behaviour or conduct of other students. Complaints of this nature should be raised with the Head of Student Support in the first instance.

You are reminded that the College's chaplain and officers of the Newbold Student Association (NSA) can be approached at any time for advice and support on any issue.

This form should be typed, or completed in black ink and sent to the Academic Registrar (Ref: Formal Complaint). All sections of the form must be completed. Students are advised to keep a copy of the form.

Formal complaints must be received **no more than 1 month** after the informal procedure has ended (where appropriate) and normally **no more than 6 months** after the main issues complained about occurring. Formal complaints received after these deadlines will be deemed to be out of time and may not be considered unless there is independent evidence to show compelling reasons as to why the formal complaint was not raised in a timely manner. The College will not consider any complaint where the main issues complained about took place more than three years before the complaint is received.

The Academic Registrar shall acknowledge receipt of your complaint normally within 5 clear working days. If you do not receive an acknowledgement within 5 clear working days, you should contact the Academic Registrar to ensure that your complaint was actually received.

All communications relating to this claim during its process must be in writing and either emailed or posted to:	
<b><u>(for email)</u></b> Email: <a href="mailto:ssantona@newbold.ac.uk">ssantona@newbold.ac.uk</a> Subject: Formal Complaint	<b><u>(for post)</u></b> Academic Registrar (Ref: Formal Complaint) Newbold College of Higher Education St Marks Rd Binfield Berkshire RG42 4AN

**The College will acknowledge receipt of your claim and provide you with any updates and an outcome by email; therefore, it is important that you check your College email accounts regularly.**

**This form is available electronically on the College's website**

**SECTION A: Student Details**

Student Name:			
Student Number:			
Contact Address:			
Contact Telephone Number:			
E-mail address:			
Programme of Study:			
Mode of study	<input type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	<input type="checkbox"/> Distance Learning
Are you currently a student with the College?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If "No", what was the final date that you were a student with the College?			

**Please note that this form will be forwarded to the appropriate Head of Department:**

- for complaints about an academic service;
- for complaints about a support service.

## SECTION B: Details of complaint and desired outcome

### Complaint against

Please indicate the provision (e.g. module, programme), service (e.g. finance, student support, admission and records)

(this box will expand as you type or you may attach additional sheets)

### Details of complaint

Please state **exactly** the nature of your complaint. Indicate any events, dates or times that you feel are relevant. List any College documentation that you feel has been contravened.

(this box will expand as you type or you may attach additional sheets)

### Supporting evidence.

List and describe the documentation which you have attached in support of your statement (please note that the College will NOT seek evidence on your behalf – it is your responsibility to do this).

(this box will expand as you type or you may attach additional sheets)

*(Please do not state that “xxx is available if needed” - If you list documentary evidence to support this claim you are required to submit it or provide a date by which you will submit it).*

### Desired outcome

Please outline, without prejudice, the outcome or further action you would like in resolution of this complaint.

(this box will expand as you type or you may attach additional sheets)

You may be contacted by the Academic Registrar in order to seek further clarification or to arrange a meeting regarding your complaint and desired outcome.

You will receive a **Complaint Outcome letter** (which may take the form of an electronic communication) detailing the final decision on your complaint.

**SECTION C: Details of informal procedures**

Most complaints can be resolved simply and swiftly in an informal manner, at a local level, by discussing the issue or concern with the relevant person. The College encourages students to raise matters of concern as soon as they arise.

Have you discussed your complaint with a member of staff as part of the informal procedures for investigating complaints:  
Yes:  No:

Name of member of staff to whom you initially reported this complaint:  
  
(this box will expand as you type or you may attach additional sheets)

If you have not discussed your complaint with a member of staff as part of the informal procedure for investigating complaints, please explain the reasons for not doing so and why you wish to take the complaint to formal procedures.  
  
(this box will expand as you type or you may attach additional sheets)

If appropriate, please provide details of the remedy offered after the informal procedures for investigating complaints.  
  
(this box will expand as you type or you may attach additional sheets)

If appropriate, please explain why you are dissatisfied with the remedy offered after the informal procedures for investigating complaints.  
  
(this box will expand as you type or you may attach additional sheets)

The information which I have provided is correct and complete to the best of my knowledge. I give my consent for this information to be disclosed to the relevant officers of the College who are responsible for considering complaints and to any members of staff named in the complaint. **Submitting false documentation or fraudulent information is a serious matter and could be dealt with under the Disciplinary Policy and Procedures. The College reserves the right to check on the validity of the document(s) you submit or statements you make in this complaint.**

<b>Signature of Student:</b>	<b>Date:</b>
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Please tick this box if you wish a copy of your complaint to be forwarded to the College's chaplain and officers of the Newbold Student Association (NSA)

Note: the College's chaplain and officers of the Newbold Student Association (NSA) can provide advice and support at any time during the process of the consideration of your complaint.