

Complaint (Grievance) Form

This form should be completed in accordance with NPR QS10a Student Appeals and Grievances. You can find this document on the Student Portal, under Forms and Documents.

Student Details

Title	Student ID	Given name	Family Name

Address

--

ICP Programme Title	Level	Start Date

Details of Complaint

(Please outline full details of your complaint below and attach any evidence)

--

Student Declaration

Student Signature	Date

For Office Use Only

Informal Procedure

This is the first stage of any complaint made by a student

Has the complaint been documented on the informal complaint log? Yes No

Details of action taken by ICP

Has the student been informed of the outcome? Yes No

Signature of completion by a member of Student Services Date:

Formal Procedure

This is the second stage and would only normally come in to play if the student was not happy with the outcome of the Informal procedure

Has the complaint been documented on the formal complaint log? Yes No

Has the complaint been referred to Academic Board? Yes No

Details of action taken by ICP and/or Quality and Standards Office UK

Has the student been informed of the outcome? Yes No

Signature of completion by a member of Student Services Date: