Complaint (Grievance) Form

This form should be completed in accordance with NPR QS10 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 Quality and Standards Office UK? | 🞏 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: | |
|  |  | |