**Annex B – Stage 2 Complaints Form**

**This form is to be used for all stage 2 (formal) complaints. Complainants (the person making the complaint) must first review the NCG Complaints and Compliments Policy before proceeding. Please complete all relevant questions.**

**Q1: Has the complaint been raised at stage 1 (informally) in line with the NCG policy? Yes ☐ No ☐**

**If Not, please explain why** Click or tap here to enter text.

**Q2: Date you are submitting this complaint** Click or tap to enter a date.

**Q3a: About You (students) -** to be completed if you are a current student (then go to Q4)

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Student ID Number** |  |
| **Identify the Curriculum Area or Service Area the Complaint relates to** |  | | |
| **Insert any recent changes to address or contact**  **details** |  | | |

**Q3b: About You (other) – to be completed if you are not a student, but wish to complain, including on behalf of someone**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Telephone Number** |  |
| **Address** |  | | |
| **Email Address** |  | | |
|  |  | | |

**Q4: Are you complaining on behalf of someone else? Yes ☐ No ☐ (then go to QX)**

**Q5: Does the person know you are making a complaint on their behalf? Yes ☐ No ☐**

**Q6: What is the relationship between yourself and the person you are representing?**

Click or tap here to enter text.

**Q7: Please clearly and briefly highlight why you are complaining today.**

**Briefly include what you have done so far to attempt to resolve the complaint and include which member(s) of staff have dealt with the compliant to date and why you feel the outcome was unsatisfactory (hence this formal complaint).**

**Details of the complaint**

**We will use email where possible, should you wish to be contacted another way please indicate below:**

**Telephone ☐ Writing by post ☐**

|  |  |  |  |
| --- | --- | --- | --- |
| **Signed** |  | **Date** |  |