**Level 3 Complaint Form**



**Formal request to a Faculty Pro-Vice Chancellor/Registrar to review a complaint**

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| Title:    | Forename(s): |
| Family name / Surname: |
| Student ID Number: |
| Contact telephone number(s): |
| Email Address (*please include your University email address as well as any personal email address, all correspondence will be by email, unless otherwise instructed*): |

Please conduct a formal review of the handling of my complaint by the Head of School/Service named in the attached documents. I have read the University's Student Complaints Procedure and I understand that you may only review whether my complaint was dealt with fairly and reasonably, and followed correct procedures. You may also review my Level 2 complaint if I have provided additional evidence that may have affected the outcome, but was unavailable at the time of the original Level 2 investigation.

I attach a copy of Level 2 Complaint Form in which I set out my original request for a formal review and a copy of the Level 2 outcome letter in which the Head of School/Service sets out their reasons for rejecting my complaint.

I believe that the level 2 decision was not made fairly and reasonably because:

and/or I believe that the Head of School/Service's decision was not made according to the correct procedure because:

If you are providing new evidence supporting your complaint which was unavailable at the time of the Level 2 investigation, please attach copies of any relevant documents.

In accordance with the Guide to the General Data Protection regulations, you should only submit data relating to living third parties if it is strictly necessary for the consideration of your complaint. Please don’t include other people’s data if it’s not relevant to your complaint. Additionally, please notify anyone whose data you are including in your paperwork that you are doing so in order that, if they wish to do so, they can contact the University to object to that data being held.

To resolve my complaint I would like the following to happen. If you are asking for some financial redress, you must say what the figure is, and explain in detail, with supporting evidence, what financial loss you have incurred

Date

When complete, please email this form and any supporting documentation to

studentcomplaints@nottingham.ac.uk

In submitting this form you are giving your consent for this information to be disclosed to relevant University staff responsible for the consideration of your complaint. The form and associated documentation and correspondence will be kept on your University record.