

# UCL NPQ participant complaints form



## UCL NPQ participant complaints form

This form should be used where you wish to make a formal complaint which you would like to be investigated.

Any complaints should where possible be reported by the person concerned and within 21 days of the event occurring.

The team will respond with 3 working days but on occasions the first response may just be a holding e-mail, depending on the complexity of the issue to be reviewed.

Any anonymous complaints will be noted and when possible, the matter addressed where change is needed.

A decision to proceed with a formal complaint will be made solely on the information you set out. It is therefore imperative that your submission is written in as clear and succinct a manner as possible, focusing on the key issues. You should substantiate your complaint by referring to specific events and providing documentary evidence where possible.

### 1. Your Details

Family Name	
First Name	
NPQ level (NPQML, NPQSL, NPQH, NPQEL)	
Location of group (cluster or IOE based)	
Email address	
Address for written correspondence	
Phone number	

## 2. Complaint Type

Different sections of the form need to be completed for academic and non-academic complaints. Please indicate which type of complaint you are submitting.

- Programme Complaint - referring to content matter or facilitation of session
- Administrative Complaint - booking, suitability of venue, communication etc.

## 3. Informal Resolution

You should always attempt to resolve the matter informally before submitting a formal complaint. This might be by a phone call or e-mail. Please include details of the steps you have taken to do this, who you have spoken with and why you feel the outcome has been unsatisfactory.

## 4. Your Complaint

Please outline the nature of your complaint. Please continue on a separate sheet where necessary.

**5. The Outcome**

If your complaint is upheld, what action would you like to be taken?

**6. Supporting Documentation**

	a. A chronology listing in date order all letters, emails, phone calls and meetings that are relevant to your complaint.*
	b. All relevant documentation that refers to the grounds of your complaint*
	c. A signed statement from any third party who can provide evidence relevant to your complaint.
	d. Copies of any other documents or information you feel should be considered in support of your complaint. Where possible this should be numbered and referenced to reflect the chronology listing referred to at c. above.

## 7. Declaration

I would like UCL to consider my complaint and declare that the facts stated in this application are true. I understand that:

- You will need to handle personal details about me which may include sensitive information (for example, relating to my health) in order to deal with my complaint effectively.
- You may need to exchange information about my complaint with other persons within UCL and external organisations such as the Office of the Independent Adjudicator (OIA) and persons independent to UCL who are approved by UCL Council.
- UCL is the data processor and will process my personal data in accordance with the Data Protection Act or (from 25 May 2018) with the General Data Protection Regulation.
- If UCL wishes to transfer personal data to a data processor not listed on the form, UCL will need to seek separate consent for this.
- External transfer of personal data will be undertaken through approved security arrangements such as UCL's secure Dropbox and/or sent only to the intended addressee.
- I understand that UCL may retain data relating to my complaint for a specified term in accordance with UCL's Records Retention Schedule.

SIGNATURE/NAME ..... DATE .....

## 8. The Process

Please send your completed form along with supporting documentation to [jenny.francis@ucl.ac.uk](mailto:jenny.francis@ucl.ac.uk).

If the complaint refers to Dr Francis then please send to [s.hellman@ucl.ac.uk](mailto:s.hellman@ucl.ac.uk).

Please keep a copy of your completed form and any documents you send. It may not be possible to return the original documents.

Where possible all correspondence will be via email. Please ensure you keep us updated on any changes to your contact details.