**Complaint Guide and Form**

**Competence Test Centre**

**What is a complaint?**

If you are dissatisfied with a service that the University is providing, or with the person who is providing it, then you can raise the matter as a complaint.

**How should I make a complaint?**

You should always try to resolve a problem as close as possible to its source. So, for example, if a problem has arisen with your examiner you should speak to the Lead Assessor or Invigilator on the day of your OSCE.

**What outcome can you expect if you make a complaint?**

The university expects its entire staff to be receptive to issues raised by candidates. Complaints will be addressed initially through an informal process involving discussions with people in the Department where the difficulty has arisen.

**What should I do if I am dissatisfied with the outcome?**

In some cases, it may be felt that the candidate’s complaint has not been resolved by the informal process. In such cases you can progress the complaint to Level 1 by completing and submitting the Level 1 complaints form to [**CTCComplaints@northumbria.ac.uk**](mailto:CTCComplaints@northumbria.ac.uk)

**What happens if I make a formal complaint?**

The university will appoint an investigator to carry out an investigation into the matter(s) that you have raised and will report back to you within **20 working days**. You should note that you **should not** submit a Level 1 complaint unless you have already attempted to resolve your issue(s) via the informal process.

**Will my examiners treat me differently if I make a complaint about them?**

It is part of the University’s Policy that no one bringing a complaint, whether successfully or otherwise will be treated less favourably by any member of staff than if the complaint had not been brought up. If evidence to the contrary is reported, then the member of staff may be subject to disciplinary proceedings.

**Where can I obtain advice?**

If you have any uncertainties about the information contained in this Guide you should consult the CTC Administration team on **CTCEnquiries@northumbria.ac.uk** | **+44 (0)191 3002441.**

**What if I am dissatisfied about the Level 1 Complaint outcome?**

You should submit a Request to Review Complaint to [**CTCComplaints@northumbria.ac.uk**](mailto:CTCComplaints@northumbria.ac.uk)within 10 working days of receiving your Level 1 response. This then escalates to a Level 2 Complaint. Members of staff outside of the Competence Test Centre will now investigate. You will receive a response within **20 working days**.

**How long will it take to make a decision?**

If you can resolve your issues at the informal stage, then it will not take very long at all. If you make a formal complaint then the investigation may take longer, but the University endeavours to provide you with a response within **20 working days** of receiving your complaint at either Level 1 or 2.

**Complaint Form – Level 1**

|  |  |
| --- | --- |
| **Name** |  |
| **Candidate Number (if applicable)** |  |
| **Correspondence Address** |  |
| **Email Address** |  |
| **Date of Test of Competence (OSCE)** |  |
| **Please give a brief outline of your complaint.** | |
| **Please explain what steps you have taken to resolve your complaint with the relevant Department (in accordance with the informal process outlined in the Complaints Guide above and the Complaints Policy.** | |
| **Please explain why you are dissatisfied with the response you have received.** | |
| **Please indicate what outcome of further action you are expecting.** | |

**Please provide any documents you believe support your complaint.**

I declare that the information given is true and that I am willing to answer further questions if necessary:

|  |  |
| --- | --- |
| **Signed:** | **Dated:** |

Please email your Appeal form to [**CTCComplaints@northumbria.ac.uk**](mailto:CTCComplaints@northumbria.ac.uk)**.** Alternatively, seal the form in an envelope, mark it Private and Confidential and send this to:

**CTC Co-Ordinator**

**NMC Competence Test Centre**

**Northumbria University**

**Coach Lane, Newcastle upon Tyne, NE7 7XA**

**(For official use)**

|  |  |
| --- | --- |
| **Date Received:** | **Date Logged:** |
| **Date File Created:** | **Complaint Acknowledged:** |