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**Complaint Guide and Form**

**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.

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

The University expects its entire staff to be receptive to issues raised by customers. 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 a higher level by completing and submitting the Complaints Form below and submitting this to the Business Operations Manager.

**Won’t 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. 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 Test Centre Manager.

**Where should I submit the form?**

You should submit the form to the Test Centre within ten days of the event. If you seal the form in an envelope, mark it Private and Confidential, and address it to the Test Centre Manager, Competence Test Centre, Thornby 3, Park Campus, Boughton Green Road, Kingsthorpe, Northampton, NN2 7AL. Alternatively email: ctc@northampton.ac.uk addressing it Private and Confidential to the Test Centre Manager whom will refer the complaint to the Test Panel, who will appoint an investigator.

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

If your concerns raised can be resolved at the informal stage then it will not take very long at all. If you wish to make a formal complaint then then this will be investigated with the aim to be completed the process within 2 weeks.

**What happens if I am not happy with the outcome?**

If you are not happy with how your complaint has been dealt with and would like to raise any concerns about the process of booking and taking Part 2 of the Test of Competence, you will need contact the Nursing and Midwifery Council (NMC) and follow their complaints, which is outlined on the NMC website <https://www.nmc.org.uk/contact-us/complaints-about-us/>

Created August 2016



**Complaint Form**

|  |  |
| --- | --- |
| **Your Name** |  |
| **Candidate Number (if applicable)** |  |
| **Correspondence Address** |  |
| **Email Address** |  |
| **Date 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)** |

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| **Please explain why you are dissatisfied with the response you have received** |
| **Please indicate what outcome or 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: Date:

This form should be submitted to the Business Operations Manager, Competence Test Centre, Thornby 3, Park Campus, Boughton Green Road, Kingsthorpe, Northampton, NN2 7AL in a sealed envelope and it will be forwarded for review or emailed to ctc@northampton.ac.uk

(For official use)

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| Date Received: | Logged: | File created |
| Complaint Acknowledged: |