

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 you have a problem 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 ctc@northampton.ac.uk See Complaints Process Map

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 to report back to you within 20 working days. You should note that you should not submit a formal Level 1 complaint unless you have already attempted to resolve your issue(s) via the informal process.

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 on ctc@northampton.ac.uk

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

You should submit a Request to Review Complaint to ctc@northampton.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.

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:

Complaints Process Map

