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NON-ACADEMIC RELATED MATTERS COMPLAINTS POLICY (NARCP)

Stage I: Informal Resolution

Addressed to a member of the relevant team

(If you are unsure who to direct your query to, please contact:  
[complaints@richmond.ac.uk](mailto:complaints@richmond.ac.uk))



Stage II: Formal Resolution

Addressed to the Head/Director of the relevant team using the Formal  
Complaint Form

Include detailed description of complaint, any relevant evidence, and desired  
outcome

Initiated by: [Name] | Date: [Date] | Ref: [Reference Number]

## COMPLAINTS POLICY: ACADEMIC RELATED MATTERS (CPAR)

### Stage I: Informal Resolution

Addressed to relevant instructor/support person or their line-manager  
(If you are unsure who to direct your query to, please contact: [complaints@richmond.ac.uk](mailto:complaints@richmond.ac.uk))



### Stage II: Formal Resolution

Addressed to Dean/Associate Dean of School or designee/Head of support office

For more details visit: <https://www.richmond.ac.uk/policies/>