

QS10: Student Complaints and Grievances Complaints Form

COMPLAINTS PROCEDURE FOR STUDENTS

This form is to be completed under Part I of the formal procedure and should be submitted to the College Director /Principal.

PLEASE COMPLETE IN BLOCK CAPITALS

Surname	
Forename/s	
SID	
Pathway Programme of Study	
Date	
Address for correspondence in connection with the complaint (in the case of a Group Complaint, please attach a list of complainants on a separate sheet of paper):	Postcode:
Mobile	
Landline	
Email	

Please outline the nature of the Complaint, including dates of actions (please use additional sheets if necessary):

Please explain here what steps you have taken, together with dates, to resolve your complaint locally (as per the Informal Procedure):

Please explain why you are unsatisfied with the response you have received from the College:

Note that as part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint.

Please indicate, without prejudice, what outcome or further action you are expecting:

If you have written a formal letter of complaint to anyone else in the College, or outside of the College, please indicate names and / or let us know whether you intend to copy this to anyone else.

Student Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Date Complaint Submitted			
Signed			
Date Received by College		Staff Initials:	