



### STUDENT COMPLAINTS PROCEDURE FORM

Before proceeding with the complaint please ensure that you are familiar with the student complaints procedure. Wherever possible, the College would wish to see any complaint resolved as close as possible to its point of origin, and with a minimum of formality. The following procedure should apply where this has been investigated, and found to be not possible.

The form should be completed in full; any supporting documentation should be attached securely. You are also advised to retain copies of all documentation.

**Please note it is not necessary to give your details, but you may do so if you wish.**

Full Name		
Address for Correspondence		E-Mail Address:
		Telephone Number:
Programme Studied:		
Dates you were enrolled on the programme:		

**YOUR COMPLAINT**

Please set out the main points of your complaint. Please include:

- details of how this was raised initially within the College (and with whom);
- Any supporting documentation or other evidence. [This might include a chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint, a list of the rules and regulations of the College that you think are relevant to your complaint, a signed statement from any third party who can provide evidence relevant to your complaint.]

[Please continue on a separate sheet(s), if necessary]

**WHAT WOULD YOU LIKE DONE ABOUT YOUR COMPLAINT?****DECLARATION**

I understand that:

You will first decide whether the complaint is eligible under the rules.

You will need to handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively.

You may need to exchange information about my complaint with the institution and with other persons and organisations (for example to find out important facts relating to my complaint).

You will keep my personal information confidential except as is necessary to deal with the complaint as set out above.

I agree to the above and confirm that I believe the facts stated in this application are true:

Signed:

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Date:

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