

COMPLAINTS FORM

For your complaint to be investigated you must include your full name
(The college is not able to investigate anonymous or malicious complaints)

Guidance on completing the form:

1. Please complete Parts A & B
2. Form to be returned by Complainant to Reception / Student Services
3. Once received by member of staff complaints form to be forwarded Principal's PA for action

What happens next?

4. You will be contacted about your complaint
5. Parts C & D to be completed by member of staff investigating Complaint
6. Outcome Report and Complaints Form to be filed in Principals Office

PART A	
Full Name of person making complaint:	
Contact details (Telephone number or e-mail):	
If a current student state Tutor Group:	
Student name (If different to name given above):	

PART B WHAT IS YOUR COMPLAINT (Attach more information to this form if you wish or require more space)

For Office Use Only:

Date Complaint Received:	
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Name of person receiving complaint:	
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Name of person to investigate complaint:	
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For Completion by Investigating Officer:

PART C

OVERVIEW OF ACTIONS / INVESTIGATION

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LOG OF INVESTIGATION / REPORT ATTACHED

(Please tick)

Yes

No

(If no reason to be given)

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PART D

COMPLAINT UPHELD

(Please tick)

Yes

No (If no reason e.g. lack of evidence to substantiate complaint)

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For Office Use Only:

Complainant Satisfied with Outcome:

Signed:

Date:

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