

Please use this form to tell us about your complaint and provide as much relevant information as possible to help us understand what has happened. Please give clear, factual details where you can and avoid including unnecessary sensitive or personal information. We will review the information you provide and contact you if we need any further details.

1. Please state your full name

2. Please provide an email address and phone number

3. Postal address including postcode

4. Course Name

5. Please describe your relationship to the college by ticking the relevant box

Student	
Parent or guardian of a student	
Employer of a student or apprentice	
Other	

6. If you are making a complaint on behalf of someone, please state their full name

7. If you are making a complaint on behalf of someone, please confirm if you have discussed this with them prior to submitting this complaint

8. Which of the following best describes your complaint? (tick all that apply)

Communication	
Customer Service	
Staff Conduct	
Teaching, Learning or Assessment	
Support provided	
Policy or procedure not followed	
Decision made by the organisation	
Delay or failure to act	
Discrimination or unfair treatment	
Health and Safety	
Other	

9. Please describe what happened. Please provide the key facts, including dates, times, locations and people involved where relevant.

10. What do you believe went wrong? Please explain what action, decision, behaviour or service has led you to make this complaint.

11. Who was involved? Please provide the names of any individuals, departments, teams or services involved, if known.

12. How has this affected you? Please explain any impact this matter has had on you. Examples may include delays, stress or upset, financial impact, missed opportunities, reduced access to support or services

13. Have you already tried to resolve this issue? If yes, please state:

- Who did you contact?
- What response did you receive?
- Why does this remain unresolved?

14. What evidence would you like us to consider? Please list or attach any relevant documents, emails, messages, screenshots or other evidence.

15. What outcome are you seeking? Please tell us what you would like to happen as a result of your complaint. Examples may include: An explanation, An apology, A review of a decision, Corrective action, Service improvement

16. Are there any other key points you would like us to consider? Please provide any additional information that is directly relevant to your complaint.