



STUDENT COMPLAINT FORM

In accordance with the College **Student Complaints Procedure**, a student may submit a **formal complaint** if his/her concerns have not been resolved satisfactorily at the informal stage.

Formal complaints must be made in writing, using this form, within **15 working days** of the date of the response from the Complaint Officer at the informal stage.

The Student Complaints Procedure and this form are available at:

<http://www.accesscollege.co.uk/complaints>

Student Information	
Full Name	
Address	
City	Post Code
Home Phone Number () -	Work Phone Number () -
Mobile Phone Number () -	Email
How do you prefer we contact you? <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Email	
Informal Complaint Information	
1. Who did you contact at informal stage of the complaint?	
2. Have you filed this complaint form with Access College <input type="checkbox"/> Yes <input type="checkbox"/> No If yes then give the reference/date/name of the person _____.	
3. Outcome of your pervious complaint. (If any) _____ _____	

4. Describe your complaint in detail?

(Please continue on a separate sheet if you need to. Please number the pages clearly.)

Supporting documentation

Please ensure that you have enclosed any relevant supporting documentation. This should include the following:

- *Evidence or other documentation which supports your complaint*
- *Emails or other correspondence in which you raised your concerns with an appropriate member of staff (if applicable)*
- *The response from that member of staff (if applicable)*
- *The written account of your concerns sent to Admin Staff or Complaint Officer at the informal stage of the Procedure*
- *The response from the Admin Staff or Complaint Officer*

The information you provide will be used in efforts to resolve your complaint and will be shared with the college.

Declaration:

The information given in this complaint is true and accurate to the best of my knowledge.

Signature: _____ Date: _____

Office use only:

Date Received: