

COMPLETE IN BLOCK CAPITALS OR TYPE

Personal Details

Full Name: _____

Enrolment No: _____

Course and year: _____

Address for correspondence in connection with the complaint:

Postcode: _____

Telephone/Mobile number: _____

Outline of 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:

Please indicate what outcome or further action you are expecting:

As part of the investigation of your complaint, any members of staff mentioned, for example, the course team will be made aware of the complaint, as will the Dean/Head of the Academic or Service Department involved.

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.

Signed: _____

Date: _____