

COMPLAINT FORM 1

This is a double sided form. Please attach any additional information securely.

1. To be completed by the person making the complaint

Complaint made byon
(Please print your name) (date)

Are you a learner at the college? Yes No Centre

If yes, which course are you on

Address

If not, what is your link to the college? (eg employer, parent)

AddressTel. no.

Nature of your complaint

Signed

2. To be completed by Learner Services

Complaint received byon
(Please print your name)(date)

Tel. no.Centre

Is the complaint connected with equal opportunities or harassment
 or bullying?

Yes No

Complaint passed to on *(date)*

Comments:

3. To be completed by manager dealing with the complaint

Management action taken

Complainant informed of action in writing by (signed) on (date)
This must be within 10 working days of the date the complaint was received.

Learner Services manager informed of action in writing by.....(signed)
on(date)

4. Outcome of complaint

Complainant informed of outcome in writing by (signed) on (date)
This will normally be within 15 working days of the date the complaint was received.

Learner Services manager informed of action in writing by.....(signed)
on(date)

COMPLAINT ACKNOWLEDGEMENT FORM 2

To be completed by Learner Services and given or sent to the person making the complaint.

Name of person/s making the complaint

Date complaint was received in Learner Services

.....

Your complaint has been passed to

whose job title is

The manager who will deal with your complaint will carry out an investigation. This may involve speaking to staff and/or learners and checking records connected with the complaint.

Our procedures say that you should get a written reply to your complaint within **10 working days** of the date it reached us. Please let us know in Learner Services if there is a delay so that we can follow this up.

If you are not happy with the decision/s made about your complaint, you can appeal. To do this, please fill in the Appeal Form, available from Learner Services, Learning Resource Centres or from the Intranet. If you are based at an outreach centre, your DISC manager or administrator can help you get a form. Or you can phone one of our Learner Services Units:

Arts Centre	252 4300	Mulberry St.	252 4300
Clarence St.	252 3300	Old Swan	252 3200
Duke St.	252 4500 (Tuesday – Thursday only)	Vauxhall	252 4800

Your appeal will be reviewed by a senior manager. You can expect a response within **10 working days** of the date your appeal was received.

COMPLAINT APPEAL FORM 3

I wish to appeal against the decision of _____ (*manager concerned*) taken
on _____ (*Date*)

I enclose a copy of my original complaint and the decision.

I am not happy with the decision for the reasons given below

Signature _____ Date when form was sent _____

You should send this to the Director of Learner Services at the Mulberry Street Centre who will make sure it is passed on to a senior manager.

You can expect a response within 10 working days of the date your Appeal was received.



SUGGESTIONS AND COMPLIMENTS



Name of your centre.....

How do you think we can make your college life better?
Tell us your suggestion (or compliment us!)

.....
.....
.....
.....
.....

You may prefer not to give us your name and contact details but if you do we can send you a response and a reward!

Name.....Date.....

Address.....
.....
.....

Tel no/E-mail address.....

The Suggestions Group meets once a term. You'll receive a reply to your suggestion following the end of term meeting. Responses about regular issues will be posted on the student intranet.

We'll give £5 vouchers for college snacks and meals or some hair and beauty treatments at Duke St (practical suggestions only), and up to 6 mobile phone vouchers a year to students who make the best suggestions.

IF YOU HAVE A COMPLAINT, TELL OUR LEARNER SERVICES STAFF WHO WILL BE HAPPY TO HELP YOU

Thank you!

April 06