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# STUDENT COMPLAINT FORM

*If a complaint includes any allegations pertaining to another individual, that person will be notified and provided with copies of all relevant documentation, including a copy of section two of this complaint form.*

*All applicable sections of this form must be completed (preferable electronically) and then signed in order for a complaint to be formally valid and should be emailed or presented to either the College Director or the Dean. A copy of complaints will be kept on file.*

*Where possible, the College attempts to resolve complaints within ten working days of the Student Complaint Form being received. The College will notify the complainant if a longer timeframe is required.*

*Upon resolution, you will be sent a written notification of resolution, detailing the outcome of the complaint process.*

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| SECTION ONE: PERSONAL DETAILS | |
| Student Name: |  |
| Student ID: |  |
| Programme of Study: |  |
| Email: |  |
| Phone: |  |
| Postal Address: |  |

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| SECTION TWO: COMPLAINT DETAILS | | | |
| Complainant Name: |  | | | |
| Incident Date: |  | | | |
| What is your complaint regarding? |  | | |
| Provide a detailed description of your complaint, including relevant dates and times: |  | | |
| Detail any steps you have taken to resolve this complaint: |  | | |
| Describe your desired outcome: |  | | |
| Complainant Signature: |  | Date: |  |

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| **OFFICE USE ONLY**  Date Received:  Resolved (Y/N):  Investigator Name and Position: Date Resolved:  Comments |