****

# 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.*

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

|  |
| --- |
| 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:  |  |

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