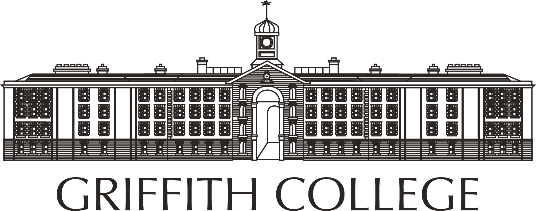
**Appendix 23: Complaints Form for Learners**

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**COMPLAINTS FORM FOR LEARNERS**

This form is to be completed under Part II of the Formal Procedure detailed in the Complaints Procedure for Learners (QAE J4). Advice on completion of the form can be obtained from the Quality Assurance and Enhancement Officer. PLEASE COMPLETE IN BLOCK CAPITALS OR TYPE.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PERSONAL DETAILS**

**Full Name:**

**Student Number:**

**Programme & Stage:**

**Address for Correspondence in connection with the complaint (in the case of a group complaint, please attach a list of complainants on a separate sheet of paper):**

**Contact Telephone Number: OUTLINE OF COMPLAINT**

**Please Note:** As part of the investigation of your complaint, any member of staff mentioned in this form shall be made aware of the complaint, as shall the Head of the Department, Faculty or Service involved.

If you have written a formal letter of complaint to anyone else in the College please indicate names and dates.

Please attach additional sheets to this form if necessary.

**Please provide an outline of the complaint, including dates of actions:**

**Please explain what steps you have taken, together with dates, to resolve your complaint locally as per the Formal Procedure I:**

**Please explain why you are dissatisfied with the response you have received from the Faculty, Department or Service:**

**Please indicate, in your opinion, what response would have best resolved your complaint:**

**DECLARATION**

I declare that the information provided in this form is true and that I would be willing to answer further questions relating to it if requested.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_