

FQA 7.7: Learner Complaints Form



COMPLAINTS FORM FOR LEARNERS

This form is to be completed under the procedure detailed in the Complaints Policy and Procedures Learners (QA 7.7). Advice on completion of the form can be obtained from the Learner Support Officer (LSO), Student Engagement Officer (SEO), Programme Director (PD) if appropriate, or the Director of Quality Academic Affairs.

PERSONAL DETAILS	Add boxes with details for each person if the complaint involves more than one person
Person One:	
Full Name:	
Student Number:	
E-mail	
Phone/Mob No.	
Programme & Stage:	

Outline of the Complaint including any steps/communications made prior to filling out this form.

Please Note: As part of the investigation of your complaint, any member of staff mentioned in this form will be made aware of the complaint, as will the relevant Programme Director, the DQAA and the CEO (as appropriate).

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

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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:	
Date received:	