

Quality Code for Higher Education

Complaints by Students Record of informal complaint

The College seeks to encourage the resolution of complaints by students informally. However, unless the matter is resolved informally a student retains the right to make a formal complaint to the head of the relevant Department within three months of the event giving rise to the complaint.

This form **may** be used to record the consideration of a complaint made by a student which has been resolved informally.

1	Name of Student	
2	Registration Number	
3	Programme of Study/Year of Study	
4	Level of study	
5	Mode of study (full/part time/other)	
6	Department / Unit which is the subject of the complaint	
7	Date complaint raised by student	
8	Date(s) of discussions with student, and names of persons who attended	
9	Concise summary of issues	

10	Summary of any action to be taken

THE ACADEMIC HEAD IS ACCOUNTABLE FOR ENSURING THAT ANY ACTIONS AGREED TO BE TAKEN ARE TAKEN OR COMMUNICATED TO THE RELEVANT INDIVIDUALS IN THE COLLEGE.

PLEASE RETURN THIS FORM AND ANY ATTACHED DOCUMENTS TO THE HIGHER EDUCATION & SKILLS DEPARTMENT