**Complaints (Formal Stage) Form**

You should complete this form if you want to formally raise concerns related to academic matters but not academic results, University Studies at West Suffolk College action or lack of action, or about the standard of service provided.

Before completing this form and beginning formal procedures, you should first have attempted to resolve the matter. Support and advice is available from a number of sources – try speaking to your tutor or personal tutor. The HE Support Tutor will also provide confidential and independent advice.

To begin the formal procedure, complete this form as indicated in each section. You will need to provide details of your attempts at the informal stage and attach all evidence relevant to your complaint. If you have any concerns or queries about filling in the form, the people mentioned above will be pleased to discuss these with you.

|  |  |
| --- | --- |
| Student number | Full name |
| Telephone number | Address |
| Postcode | Email address |
| Your Course Details (if applicable) | |
| Name of course | |
| Full time or Part Time | Level/Year of study |
| Your Complaint | |
| Please provide details of your complaint. | |
|  | |
| Please provide details of how you have taken action to try to resolve your complaint informally. | |
|  | |
| Please provide details of how you would like your complaint to be resolved. | |
|  | |
| Please list below the evidence you are attaching to support your complaint | |
|  | |

|  |  |
| --- | --- |
| Declaration | |
| I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. I agree that my complaint may be disclosed to relevant members of the College to the extent necessary for its consideration. I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by University Studies at West Suffolk College to the extent necessary for the consideration of complaint. | |
| Signed |  |
| Date |  |

Where to submit your formal complaint

Once completed submit, this form and your supporting evidence to the Student Enquiry Desk or

Email: universitystudies@wsc.ac.uk

Post: University Studies

West Suffolk College

Western Way

Bury St Edmunds

IP33 3RL

For more information about complaints and how your complaint will be processed, please see the Student Complaints Procedure.