This form is to be completed by any student or applicant who wishes to make a formal complaint at Stage 1 of the Formal Complaints Procedures. You are expected to attempt to resolve matters that you are concerned about informally (early resolution), before submitting a formal complaint on this form.

Please email completed forms to: complaints@edacollege.co.uk

Please ensure that you have read the college policies and procedure regarding the area of complaint/s.

Advice on completing the form is available from the student support. Please note, they cannot complete the form on your behalf.

Regardless of any other representation, complaints (at Stage 1) only become formal when activated by the receipt of this form (complete all sections) with supporting evidence. Failure to do so may result in a delay in dealing with your complaint.

**Complainants are advised that anything appearing in this form will be disclosed to the subject of the complaint during the course of any investigation and are advised to exercise caution regarding use of language and avoid personal abuse.**

Please be clear and concise when completing the form.

**PERSONAL DETAILS:**

Full name:

Student ID:

Course title and year of study:

Email:

Please note: Acknowledgement of receipt of your form and any progress updates will be sent to your Newman email address and copied to the address provided above.

Telephone number:

Contact Address:

**Note:** In the case of a Group Complaint, that is where two or more students wish to make a complaint, please attach a list of complainants on a separate sheet and include their full names, student IDs, course title and year of study. Signatures must be supplied for each and every name in order to give consent for one person to represent their complaint.

**Informal Resolution:**

What attempts have you made at resolving this before submitting a formal complaint (Early Resolution)?

Please note, this section must be completed for your complaint to be considered at Stage 1.

Please provide details of:

1. the action you have taken to try to resolve your complaint informally including names of people contacted, dates contacted etc. and
2. why you are unsatisfied with the response you have received

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**Your Complaint:** What does your complaint relate to? Please provide details (continue on a separate sheet if necessary, marked with your name and student/applicant number).

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**Supporting Evidence:** Please list below the evidence you are attaching to support your complaint.

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**Desired Outcome:**

How would you like your complaint to be resolved? Please state clearly, without prejudice, what outcome or further action you are expecting.

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**Declaration:** I confirm that the information provided on this form and any supporting documents are true to the best of my knowledge and belief.

Please note: by signing this form, you are authorising the investiation of your complaint.

Name

Signature

Date

Please submit your form and supporting documentation to: complaints@edacollege.co.uk