



PLUMPTON

COLLEGE

Formal Complaint Form

- Before completing this form, please refer to the College's Complaints Policy to:
 - Familiarise yourself with the procedures outlined in the policy (a copy of which is on the website)
 - See if the College can resolve it informally
- Any complaint received six calendar months after the complainant's last date of attendance at Plumpton College must be able to show sufficient evidence that they lodged a formal or informal complaint during their period of their study, for the College to be able to investigate under this Policy.

Your Details

(if you are completing this form on behalf of someone else, please add their details to the last row)

First Name		Title	
Surname			
Programme of Study			
Email address for correspondence			
Day time phone			
If this form is being completed on the behalf of someone else, please add their name here			

GROUP COMPLAINTS - If you are submitting a complaint on behalf of a group of students, you must provide the details of all students that you are representing in the section at the end of this form.

PLEASE SET OUT BELOW THE KEY POINTS OF YOUR COMPLAINT

Your complaint must be summarised here (in no more than 500 words), even if you attach other documents to support it.

Who did you approach to resolve your complaint informally? What action, if any, was taken to resolve your complaint?

Why are you dissatisfied with the outcome of the informal resolution?

How do you propose that your complaint could be resolved to your satisfaction?

What documented evidence do you have to support your complaint? Please give details (and attach any evidence to this form).

GROUP COMPLAINTS ONLY

Please list below all students wishing to be part of this complaint to confirm:

- The students listed below consent to you acting on their behalf; and*
- Each member of the group can demonstrate that they were personally affected by the matter of the complaint*

Student ID number	Student Name