

# Higher Education Complaints Form

Name
Address
Postcode
Email
Telephone/Mobile
Student Number (if applicable)

**Course on which enrolled**

**Year or level of study**

**Please give details of your concern or complaint below - you may include an additional statement attached to this form**

**Please indicate which category your communication relates to – please tick one**

Concern

Complaint

Incident

The concern has been raised with – Please Circle  
(If not indicated stage 1 will be implemented)

Unit Tutor	Yes	No	Date
Senior Curriculum Manager	Yes	No	Date
SLT	Yes	No	Date
Head of Quality Enhancement HE	Yes	No	Date
Security Staff	Yes	No	Date
Other member of staff	Yes	No	Date
Name of staff member initially approached:			

**ETHNIC ORIGIN – Please Circle**

English/Welsh/Scottish/Northern Irish/British	Indian
Irish	Pakistani
Gypsy or Irish Traveller	Chinese
Any other white background	Bangladeshi
White & Black Caribbean	Any other Asian background
White & Black African	African
White & Asian	Caribbean
Any other mixed/multiple ethnic background	Any other black/African/Caribbean background
Any other ethnic group	Arab

**DISABILITY – If you have one or more disabilities please provide the information below**

Age	Gender

Complaints will be handled sensitively and with full confidentiality for both students and staff. Anyone named in a complaint will be informed of the substance of the complaint and will have the rights to reply to the complaint. Information contained within the complaint will be made available to those members of staff involved in the investigation. The relevant line managers will also be informed. Beyond this complaints are confidential.