**Student FE Complaints Form (Stage 1)**

We encourage you in the first instance to seek a solution with the teaching or corporate service area with which you have a problem. This is often the quickest and most efficient way to resolve any issues you have. If, however, you are still dissatisfied, then please complete this form and submit to the Quality Office quality@howcollege.ac.uk

**YOUR DETAILS**

**In this section we ask for your information to help us communicate with you about your complaint.**

**Our default method of communication will be via email. If you would prefer to receive correspondence via post, please tick this box.** [ ]

**By leaving the box unticked you are agreeing to receive correspondence from us via email.**

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| **First Name:** |  | **Surname:** |  |
| **Address Line**: |  |
|  | **Postcode:** |  |
| **Telephone No:** |  | **Email:** |  |
| **Student ID number:**  |  | **Course Title:** |  |
| **Student Date of Birth:** |  | **Where a student is over 18 years of age, the College will request the student’s permission to pursue the complaint when parents/guardians (or other third parties with a close connection) make a complaint on the student’s behalf. Permission must be received from the student in writing.** |

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| **Have you tried to resolve the issue informally?**  |
| Yes [ ]  No [ ]  |

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| **If ‘yes’ what has been the response to your complaint? If ‘no’, you are encouraged to seek a solution with the department where the problem exists.** |
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| **Please give details of your complaint:****(continue on a separate sheet if necessary)** |
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| **Full name (capitals):** |  |
| **Signature:** |  | **Date**: |  |