

### Supplementary Information

Have you attached any supplementary information in support of your complaint?

Yes / No (delete as appropriate)

Please list attachments:

### Declaration

I declare that the information given on this form is true, and that I am willing to answer further questions relating to it if necessary.

I understand that appropriate members of staff, including any staff mentioned in the complaint, will have access to the information provided in support of this complaint.

Signed:

Date:

*Please note that complaints made by a third party (e.g. parent or guardian) on behalf of a student will only be considered if a signed statement is received from the student confirming their agreement.*



## COMPLAINTS FORM

At Barnsley College we take your complaints seriously. In some instances it is better to complain directly to the person or department involved in the complaint. You may also wish to make an informal complaint over the phone.

**Complaints** should be made as soon as possible after the event which caused dissatisfaction. You will receive a letter of acknowledgement on receipt of your complaint and a formal written response within 10 working days. You are also entitled to have your complaint regarded as confidential, where appropriate, if you wish. We will keep a full record of your complaint to improve our services. If you wish to make a complaint, complete this form, write to us, or telephone:

Quality and Performance Department  
Barnsley College  
PO Box 266  
Church Street  
BARNSELY  
S70 2YW

☎ 01226 216 122/216 565

You may also hand the completed form to a member of staff in the reception area at any of the College sites.



*Information is collected for statistical purposes and to inform and improve our services*



**APPENDIX C: COMPLAINTS FORM**

**COMPLETE IN BLOCK CAPITALS OR TYPE**

**Personal Details**

Full Name:  Student Number:

Course and Year:

Address for Correspondence:

Post Code:

Telephone / Mobile Number:

Email:

**Nature of Complaint**

Please include as much detail as possible (use additional sheets if necessary):

**Please detail what action you have taken to try and resolve the issue informally:**

**What action or resolution are you seeking, if your complaint is found to be justified?**