**Formal Complaint Form**

This form should be used by students to submit a formal complaint. It should be used in conjunction with the Complaints Policy and Procedure.

A complaint is an expression of dissatisfaction by a student with any action of lack of action by the College, or about the standard of service provided by, or on behalf of, the College.

The formal complaints process should be used only where an attempt at early resolution has not worked.

Please complete all parts of the form and submit it to the Supervisor at [supervisor@lcps.org.uk](mailto:supervisor@lcps.org.uk) along with any evidence you have to support it.

In submitting the complaint, you consent to the College using and sharing your personal data to resolve the issue. Please see the declaration section for further information.

|  |  |
| --- | --- |
| **Personal Details** | |
| Name |  |
| LCPS ID |  |
| Course Name |  |
| Address |  |
| Phone |  |
| Email |  |

**Have you tried resolving the matter informally?**

**☐ Yes**  **☐ No**

|  |  |
| --- | --- |
| **Description of Complaint** | |
| *Provide a detailed description of the issue or concern, you must clearly and concisely explain what you feel has gone wrong and any action that you have taken.* | |
| **What action have you taken to resolve your complaint informally?** | |
|  | |
| **Evidence/Supporting Documents** | |
| *Enlist and attach any relevant documents, emails, or evidence related to your complaint, if applicable.* | |
| **Resolution Requested** | |
| *Please use the box below to describe what action you want to be taken if your complaint is successful.* | |
| **Student Declaration** | |
| Please note that if this section is incomplete, the complaint cannot be considered.  As the complainant, by submitting this form and supporting documentation:  • I declare that the information given is true and accurate to the best of my knowledge.  • I declare that I have consulted the Complaints Procedure prior to completing the form and the informal stage has been completed.  • I agree to the information and documentation in this form being shared in order for the College to fully consider the complaint. I note that this may include those required to respond to the grounds I have raised. | |
| **Student Signature:** | **Date:** |