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Formal Complaint Form

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| ***This form may be completed electronically or handwritten (please use additional pages as required)****For assistance with completion of this form, please contact the Student Services team, the Student’s Union or the Assistant Registrar (Quality and Governance).* |
| 1. **Personal Details**
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| **Name**: |
| **Course/Programme:** | **Year/Academic Stage:** |
| **E-mail address** (where you can be contacted over the next six weeks) | **Telephone Number**: |
| **2. Complaint details:**Please state the nature of your complaint and give further details *(use a separate sheet if* *necessary).* Please give exact dates/times and location of incident(s) wherever possible.Retrospective complaints (two calendar months after the event) will not be considered. |
| 1. **What documentary evidence do you have to support your complaint?**

***(please give details below and enclose the evidence with this form)***  |
| 1. **From your point of view, what would be the desired outcome of your complaint?**
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| 1. **What prevented the complaint being resolved informally?**
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| 1. **Who else have you discussed this complaint with?** (e.g. staff or members of the Students’ Union)

**Name** **Department/Administrative Office**Has advice been given and have you acted on that advice?(NB: A formal complaint may not be considered unless you have tried to solve this problem by other means) |
| 1. **Can you suggest any action which will prevent this situation from recurring?**
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| 1. **Declaration**

I declare that the information given in this formal complaints form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.I also agree (in accordance with the Data Protection Act) to this form being held on file by Trinity Laban**Signed:****Date:**  |

Completed forms should be returned by email to the Quality & Governance team at**complaints@trinitylaban.ac.uk** who will acknowledge receipt.