

Feedback and Complaints Form

The RNN Group welcomes all feedback as it helps us to make improvements, raise standards and share good practice with our teams. On completion, please email the form to: complaints@rnngroup.co.uk or post it to: [Feedback and Complaints team, C/O Information Governance and Assurance, RNN Group, Eastwood Lane, Rotherham S65 1EG](#)

First Name(s):		Surname:	
Home Address (including postcode):			
Email Address:			
Contact Number:			
Course Title (if applicable):			
Campus/Site:			
Relationship to the Group (please tick):*			
Learner <input type="checkbox"/> Staff Member <input type="checkbox"/> Parent/Carer <input type="checkbox"/> Employer <input type="checkbox"/> Visitor/Contractor <input type="checkbox"/> Other <input type="checkbox"/>			
Use the space below to provide as much detail regarding the feedback/complaint as you can. Please continue overleaf if necessary.			
Feedback <input type="checkbox"/> Complaint <input type="checkbox"/> (please tick)			
*If you are not the learner or staff member associated to the feedback or complaint, and the response is likely to contain personal data, then the Group may seek consent from the individual it relates to.			
If applicable, who have you spoken to about this?			Date:
What would you like to happen?			

Thank you for bringing this to the RNN Group's attention – you will receive an acknowledgement within 2 working days and a response within 10 working days.

Privacy and Data Protection Accountability Statement

Responsible Body: RNN Group

Purpose: To acknowledge receipt of your feedback or complaint, provide a response and to facilitate any additional contact, should this be necessary

Lawful Basis: Contract and legal obligation

Recipients: Data will not be transferred to third parties except where a legal obligation exists or that it is required for the Group to perform its duties

Rights: Access, rectification and objection

Additional Information: More information in regards to the RNN Group's accountability and transparency framework can be found at www.rnngroup.ac.uk/IG

The RNN Group may use your name and email address to inform you of our future offers and similar products or services. This information is not shared with third parties and you can unsubscribe at any time.