

Compliments and Complaints Form



RNN Group welcomes all feedback as it helps us to make improvements, raise standards and share good practice with our teams. To see how we use your data, please read our [Data Protection statement](#)
 Please email the form to: complaints@RNNGroup.co.uk or post it to:

Quality Improvement Team, Rotherham College, Eastwood Lane, Rotherham S65 1EG

Full name:		Date:	
Home address:		Postcode:	
Email:		Telephone:	
Course:		Based at:	
I am a: <input type="checkbox"/> Student <input type="checkbox"/> Staff <input type="checkbox"/> Customer <input type="checkbox"/> Employer <input type="checkbox"/> Parent/Carer <input type="checkbox"/> Visitor/Contractor <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other		This is a: <input type="checkbox"/> compliment/suggestion <input type="checkbox"/> complaint	
<i>Please provide as much detail as you can. Include relevant dates, names and, if it relates to resources or facilities, state which building/campus. Please continue on the back if necessary.</i>			
If you have spoken to any staff about this previously, please give their name:		Date:	
What would you like to happen?			

Thank you for bringing this to our attention – you will receive an acknowledgement. We aim to respond to complaints within 10 working days. We will notify you if the investigation is likely to exceed this.

FOR OFFICE USE			
Received by:		Date:	
Forwarded to:			
Copied to:	<input type="checkbox"/> Health & Safety Officer <input type="checkbox"/> Safeguarding Officer <input type="checkbox"/> Senior HR Officer (Policy) <input type="checkbox"/> HE dept		

This form and associated information will be retained for up to 4 years by the Quality Improvement Team OR HE team

Reference Q07-01-02 Version 1 Reviewed 15/9/17	Compliments and Complaints Form	Owner: Head of Quality Page 1 of 1
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