

## Quality Code for Higher Education

### **Complaints by Students Record of informal complaint**

The College seeks to encourage the resolution of complaints by students informally. However, unless the matter is resolved informally a student retains the right to make a formal complaint to the head of the relevant Department within three months of the event giving rise to the complaint.

This form **may** be used to record the consideration of a complaint made by a student which has been resolved informally.

1	<b>Name of Student</b>	
2	Registration Number	
3	Programme of Study/Year of Study	
4	Level of study	
5	Mode of study (full/part time/other)	
6	Department / Unit which is the subject of the complaint	
7	Date complaint raised by student	
8	Date(s) of discussions with student, and names of persons who attended	
9	Concise summary of issues	

10	Summary of any action to be taken

**THE ACADEMIC HEAD IS ACCOUNTABLE FOR ENSURING THAT ANY ACTIONS AGREED TO BE TAKEN ARE TAKEN OR COMMUNICATED TO THE RELEVANT INDIVIDUALS IN THE COLLEGE.**

***PLEASE RETURN THIS FORM AND ANY ATTACHED DOCUMENTS TO THE HIGHER EDUCATION & SKILLS DEPARTMENT***