

## Student Complaint Form

This form is designed for use with the college's Student Complaints Procedures. The Procedures can be found at the resources section in the learning portal.

Please ensure that you have read and understood Student Complaint Procedures before completing this form. You should also check that this is the correct procedure to use. The Complaints Procedure does not deal with academic judgement. You may find that the Appeals procedure is more suitable. If you require any advice on using the Complaints Procedure you should contact [support@sbusinesslondon.ac.uk](mailto:support@sbusinesslondon.ac.uk).

You are expected to attempt to resolve matters that you are concerned about informally, before submitting a formal complaint except in exceptional circumstances. An informal approach should be made to the person responsible for that service, such as a Head of Department or the manager of a service unit.

When you have completed this form, please return it to [support@sbusinesslondon.ac.uk](mailto:support@sbusinesslondon.ac.uk).

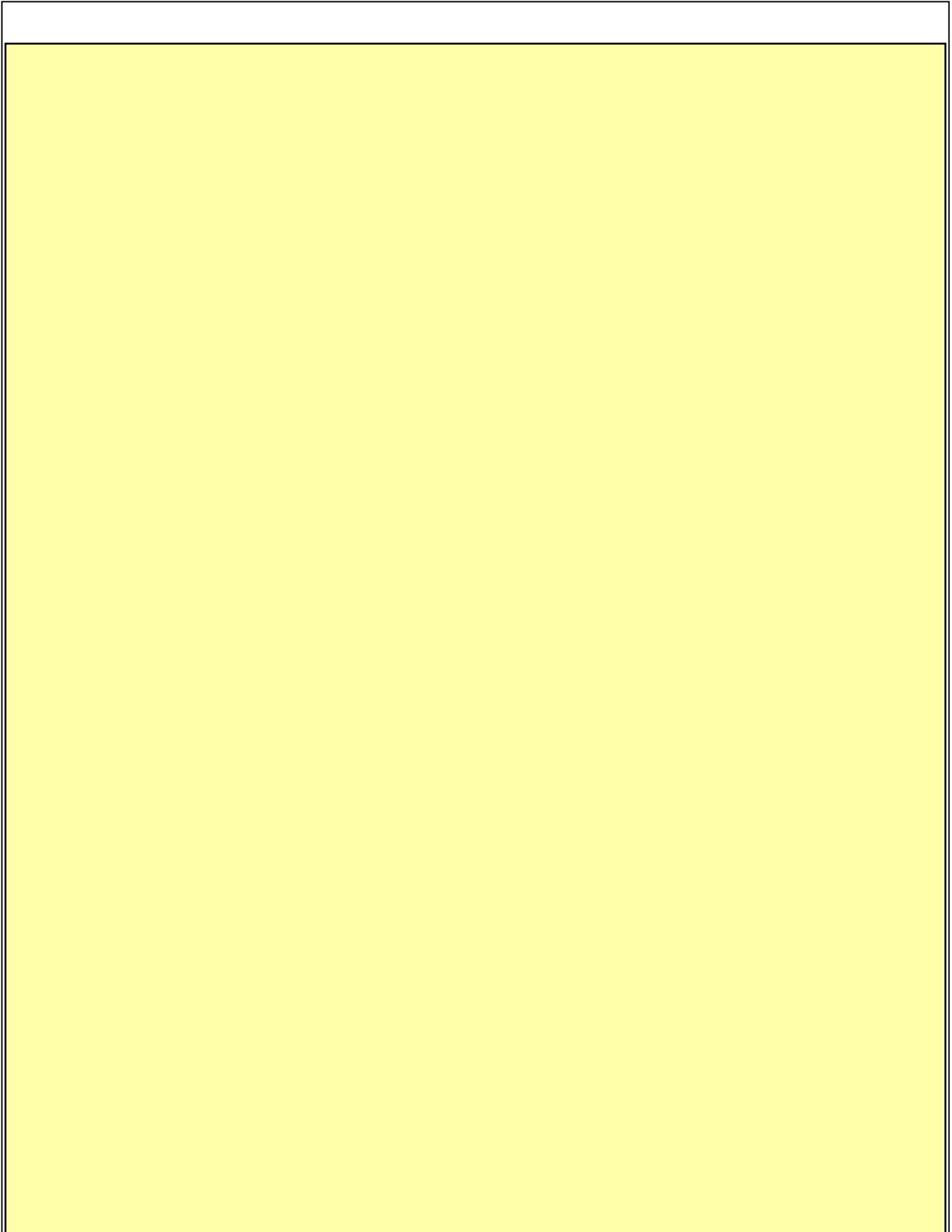
### **SECTION ONE – YOUR DETAILS:**

<b>FIRST NAME(S)</b>		<b>TITLE</b>
<b>FAMILY NAME</b>		
<b>ID NUMBER</b>		
<b>PROGRAMME OF STUDY</b>		
<b>ADDRESS FOR CORRESPONDENCE (INCLUDE POSTCODE)</b>		
<b>Daytime Phone Number</b>		
<b>EMAIL ADDRESS</b>		



**SECTION TWO – YOUR COMPLAINT:**

**PLEASE SET OUT BELOW THE KEY POINTS OF YOUR COMPLAINT**



**What documented evidence do you have to support your complaint?** e.g. Medical certificate, e-mails , course handbook, etc.

<i>Type of evidence</i>	<i>Date</i>

**Who did you approach to resolve your complaint informally? What action if any taken to remedy your complaint?**

<i>Name</i>	<i>Action Taken</i>	<i>Approximate Date</i>

**Why are you dissatisfied with the informal outcome?**

**Who else have you discussed this complaint with?**

<i>Name</i>	<i>Dept/Admin Office/Faculty</i>	<i>Approximate Date</i>

**How do you propose that your complaint could be resolved to your satisfaction?**

