**Formal stage – REGISTRATION OF COMPLAINT FORM**

Before completing and submitting this form you should:

1 Read the Student Complaints Policy which is published on the intranet in the Student Charter under the Sheffield College Complaints Procedure section. Alternatively, paper copies may be obtained from Reception desks.

2 Make sure that you have already attempted to resolve your concern with a relevant member of staff. See The Sheffield College Charter.

3 Consider whether or not you need to seek any advice. You may wish to seek advice from a member of staff or the Students' Union. The Students Union can be contacted via Reception desks.

4 Consider whether it is appropriate to submit an appeal against an assessment decision rather than a complaint. For further information see the Assessment Policy.

5 If you decide that it is appropriate to complete this form now, you should think about:-

* why your concerns haven't already been resolved
* how to explain your complaint clearly and with relevant detail
* what supporting documents might be relevant (e.g. copies of emails, notes of meetings, references to College procedures, handbooks etc.);
* what outcome you would like from this complaint (e.g. apology, change of a process, additional or replacement support).

6 Categories for Complaints

Please tick (✓) the box(es) which apply to your complaint

* Teaching Learning and Assessment and course content [ ]
* Changes to classes [ ]
* Communication/information [ ]
* Equality & Diversity [ ]
* Facilities and services [ ]
* Non-teaching concerns [ ]
(*e.g. refectory, security, business support staff*)
* Bullying / harassment [ ]
(*to register complaints of this nature, please use the Anti-bullying form*)
* Other [ ]

|  |
| --- |
| **1. About you*****Our response to your complaint will be notified to the email address you give in this box.***Name……………………………………………...…….. Title (Mr/Mrs/Miss/Ms) ..………Address ………………………………………………………………………………………..………………………………………………………………………………………………….Student number (on your ID card) ………………..Department ……………………..…Course Title ……….………………………………… Location ……………..…………….Year of Course/Programme ………………………………………………………………….Full-time Part-time  *(please ✓ box)*E-mail ............................................................................................................................Contact Telephone Number …………………………………………………………………Do you want to have someone to support you and if so whom? ………………………..…………………………………………………………………………………………………... |

|  |
| --- |
| **2. How you have tried to resolve your issues so far?**a) Which members of staff have you raised your concerns with?…………………………………………………………………………………………………..…………………………………………………………………………………………………..b) When did you raise you concerns with them?…………………………………………………………………………………………………..…………………………………………………………………………………………………..c) What was the outcome of their consideration and why are you dissatisfied with it?…………………………………………………………………………………………………..…………………………………………………………………………………………………..…………………………………………………………………………………………………..………………………………………………………………………………………………….. |
| **3. Summary of your complaint (continue on a separate sheet if necessary)**……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...………………….………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...………………….………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...………………….………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...………………….………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...………………….…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… |

|  |
| --- |
| **4. Outcome**If the College agrees with your complaint, what would you like the outcome to be, e.g. apology, change of process, additional or replacement support?…………………………………………………………………………………………………..................................................................................................................................................................................................................................................................................……………………………………………………………………………………….................………………………………………………………………………………………………….. |

|  |
| --- |
| **5. Additional Information**Have you attached any documents about your complaint(s)?*(please ✓ box)*Yes [ ]  No [ ] Please list the additional information attached.…………………………………………………………………………………………………..…………………………………………………………………………………………………..…………………………………………………………………………………………………..………………………………………………………………………………………………………………………..……………………………………………………………………………………………………………………….. |

|  |
| --- |
| **6. Signature**I confirm that the information I have provided is correct to the best of my knowledge and I give my consent for appropriate staff to have access to the information provided in relation to this complaint.Signed ……………………………………………………...… Date …………………***Students*** *will usually submit complaints themselves. However, there may be exceptional circumstances when permission is granted to someone else to act on your behalf. If you wish to make such a request, please do so on a separate sheet, indicating who has agreed to act on your behalf and why.* |

Please send the completed form to any ***College Reception Desk***.