



# Complaints Form

**Name of complainant:**.....

**Address:**.....  
 .....  
 .....**Postcode:** .....

**Email Address:** ..... **Contact Tel. No:** .....

**Course Type:**  
 Higher Education       Study Programme 16-19       Apprenticeship       Adult

**Person making the complaint. Are you:**  
 Student (inc Apprenticeship)       Parent / Guardian       Employer       Visitor       Other

**If you are a student:**  
 Student ID Number: .....

Department relevant to your complaint: .....

**DETAILS OF COMPLAINT**

**Date:**.....

**Name of member of staff who the complaint was reported to:** .....

**Please give details of complaint (including any relevant dates or times):**  
*(Please continue overleaf if necessary)*



**Please return this form to:** Complaints, Accrington and Rossendale College,  
Broad Oak Road, Accrington, Lancashire. BB5 2AW

**Or Email:** corporatesupport@accross.ac.uk

**Help us to get it right!**

We need to work with all of our customers to improve our services. To help us do this, we record all complaints.

If you are unhappy with the standard of service that you've received from us, we need you to tell us. We will do everything we can to resolve your complaint, by putting things right and making sure that the problem doesn't happen again. Most complaints are resolved informally.

We will let you know that we have received your form, and will normally reply within 20 working days, detailing the outcome of the investigation. Some complaints may take longer, in which case we will let you know and keep you up to date on what we are doing.

The personal data you provide in this form will be used to communicate the College response to you. If you would like more information about how the college uses your personal data please refer to:

[www.accross.ac.uk/information-compliance](http://www.accross.ac.uk/information-compliance)

**Nature of complaint cont/d.:** *(Please continue below if necessary)*