

Formal Complaint Form

Where it has not been possible to resolve matters to your satisfaction under Stage 1 [informal], you should complete this Formal Complaint Form. Please complete the form, outlining your concerns as clearly and in as much detail as you can. Please include your name and address, dates, locations and witnesses as appropriate.

Please submit this completed form to the Customer Experience Team by email to: complaints@sthelens.ac.uk or via College reception.

Personal Details

Title:	Surname:	Forenames:
Address:		
Date of Birth:	Telephone:	
Email:		

Complainant's Representative. If this form is being completed on behalf of a complainant, please provide full contact details for the complainant's representative here:

Title:	Surname:	Forenames:
Address:		
Email:	Telephone:	

Course Information

What course are you on?

Which campus do you attend?

- St Helens Town Centre Campus
 STEM Centre, Technology Campus
 Stockbridge Lane Campus, Knowsley
 IAMTech Campus, Knowsley
 Kirkby Campus, Knowsley

I would describe myself as:

- Applicant
 Student
 Apprentice
 Parent of a student aged under 18 years old
 Employer
 Member of General Public

Stage 1 - Informal Complaint Outcome

Please outline any previous unsuccessful attempts at resolution. What was the outcome of Stage 1 of the complaints process? Why are you not satisfied with this outcome? When did Stage 1 end? Who did you contact about your complaint and what did they do?

Complaint

What is the nature of the complaint?

Please set out your complaint clearly and concisely. Where relevant, please provide any evidence. If necessary, please continue your complaint on a separate sheet.

How would you like your complaint to be resolved?

Date Formal Complaint raised:

What is your preferred method of contact for the response to your complaint?

Phone

Email

Post

Monitoring

Please indicate the ethnic group to which you belong:

- | White | Mixed/multi ethnic groups | Asian/Asian British | Black/Black British | Other background |
|--|--|--------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> British | <input type="checkbox"/> White & Black Caribbean | <input type="checkbox"/> Indian | <input type="checkbox"/> African | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Irish | <input type="checkbox"/> White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Caribbean | <input type="checkbox"/> Any other |
| <input type="checkbox"/> Gypsy/Irish Traveller | <input type="checkbox"/> White & Asian | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Any other | |
| <input type="checkbox"/> Any other | <input type="checkbox"/> Any other | <input type="checkbox"/> Chinese | | |
| | | <input type="checkbox"/> Any other | | |

Equality Act 2010 - Protected Characteristics. Is it your belief that the complaint relates to any of the following?

Race

Sex

Disability

Age

The personal information you provide here, will not be shared with any third party company. It will solely be used for the processing of, and response to, your complaint.

Further information about how we handle your personal information can be found on our College website at www.sthelens.ac.uk/privacy-policy

For assistance in completing this form or, for advice, support or assistance during the complaint process, please contact College reception services either in person, by telephone on 01744 733766, or via email: enquire@sthelens.ac.uk