

FE COMPLAINTS FORM

At Barnsley College we take your complaints seriously. In some instances it is better to complain directly to the person or department involved in the complaint. You may also wish to make an informal complaint over the phone.

Complaints should be made as soon as possible after the event which caused dissatisfaction. You will receive a letter of acknowledgement on receipt of your complaint and a formal written response within 10 working days. You are also entitled to have your complaint regarded as confidential, where appropriate, if you wish. We will keep a full record of your complaint to improve our services. If you wish to make a complaint, complete this form, write to us, or telephone:

The Quality and Standards Department
Barnsley College
PO Box 266
Church Street
BARNSELY
S70 2YW

Telephone: 01226 216 122/216 565

You may also hand the completed form to a member of staff in the reception area at any of the College sites.



*Information is collected for statistical purposes
and to inform and improve our services*

To be completed by the College

College Reference Number	
--------------------------	--



Name of Complainant:

Parent / Student / Member of the Public / Employer (Please Delete)

Student Number:

Address for Correspondence:

Post Code:

Telephone: Home:

Work:

Mobile:

Email:

Please give a full description of your complaint. Try to include, where appropriate, date, time, location, names of any individuals involved and any other details:

Have you discussed your complaint with the person concerned eg Subject Tutor, Personal Tutor, or the person responsible for the service? If so, please give details:

What do you think the College should do to improve things?

Name of person completing form (if different from above)

Date: