**Contact Form for Complaints, Concerns and Compliments**

**Nature of Contact**

|  |  |  |  |
| --- | --- | --- | --- |
| Compliment | Comment | Concern | \*Complaint |

\*If the nature of your contact is a complaint, have you tried to resolve this matter through other channels first?

YES □ NO □

If NO, please refer to the document: *What to do if you wish to complain*. If YES, please continue below.

**Are you a:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Student | Parent/Guardian/Carer/Partner | Employer | Visitor | Other |
| Date initial concern raised: | Person concern raised with: |

**Your details**

|  |  |
| --- | --- |
| Full Name: | Curriculum Area/Site/Campus: |
| Student ID: | Course Title: |
| Email: | Course Tutor: |
| Address:Postcode: |  |
| Telephone Number: | Mobile Number: |

**Your Feedback (including where relevant how you have tried to resolve your concern/complaint informally in the first instance if this relates to a complaint):**

|  |
| --- |
|  |

**What are you expecting as an outcome of your feedback?**

|  |
| --- |
|  |

**Please take the time to complete this section to help us monitor the feedback we receive.**

|  |  |  |
| --- | --- | --- |
| Male □ | Female □ | Prefer not to disclose □ |

**I would describe my ethnicity as:**

|  |  |
| --- | --- |
| Asian or Asian British – Bangladeshi  | Mixed - White and Asian  |
| Asian or Asian British- Indian  | Mixed - White and Black African  |
| Asian or Asian British – Pakistani  | Mixed - White and Black |
| Other Asian Background  | Caribbean Other Mixed Background |
| Black or Black British African  | White British |
| Black or Black British Caribbean  | White Irish |
| Other Black Background  | Other White Background |
| Chinese  | Other Ethnic Background |

**Do you have a disability?**

|  |  |  |
| --- | --- | --- |
| YES | NO | If yes please state disability: |

**What we do with the information you provide:**

**East Sussex College Group uses your details to effectively handle the concern/complaint and where necessary to make contact with you.**

|  |  |  |
| --- | --- | --- |
| Signature: |  | Date: |

College use

Date received by manager:

Managers Response – *Please detail how you have resolved this concern/complaint and the action you have taken in the form of a draft response to the complainant.*