



Complaints Form 2017-18

Please use this form to make a complaint about any aspect of our service or provision.

If you wish to make a complaint, you can either download and complete the Complaints Form and hand in at reception, or complete online.

Downloaded Complaints Forms can be sent to: Principal's Office, Richmond upon Thames College, Egerton Road, Twickenham, Middlesex, TW2 7SJ

Part A – About you (the complainant)

Name	
Address	
Postcode	
Phone numbers - Home or Mobile	
Email address	
ID	
Course	

Are You (please tick)	A Student	A Parent / Guardian	A Resident	An Employer
Other (please state)				

Part B Your Complaint

Please describe your complaint in as much detail as possible, including what happened, when it happened, where it happened and, if appropriate, who was involved

Please continue on a separate sheet if necessary.



Informal Resolution

Have you tried to settle your complaint informally? If you have please describe what happened including dates and members of staff you spoke to.

Supporting Evidence

Please attach copies of any documents that may help us investigate your complaint. If you cannot do this, please tell us about any sources of evidence or names of potential witnesses and how they can be obtained/contacted

What outcomes are you seeking?

Please tell us what you would like to happen as a result of your complaint?

Signature

Date