

# Suggestions, Compliments & Complaints

SCC01 - Formal Complaint Form

BEACONS OF **EDUCATIONAL EXCELLENCE**  
TRANSFORMING THE LIVES OF INDIVIDUALS  
AND COMMUNITIES



# Formal Complaint Form

We encourage all complaints to be dealt with informally, particularly those of students through their Personal Tutor, Head of Pastoral Support or Head of Quality Assurance. Please discuss your complaint with one of these staff in the first instance. If you are not satisfied with the response or if the complaint concerns these staff, then completing this form will allow you to take your complaint further and in a more formal way.

Name:	Course or Tutor Group (if applicable):	College:
Contact Address:	Phone Number:	
	Mobile Number:	
	Email Address:	

Please tick or complete one of the following:

Student:  Parent (on behalf of student):  Member of public:  Other: \_\_\_\_\_

What are you dissatisfied about? (Use an additional sheet if required. State clearly the issue you are concerned about, including dates, names of other people where appropriate)

What action (if any) have you taken so far?

What would you like the College to do?

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please hand the completed complaint form to any Reception or Student Services Desk. If you would like to post the form to the College, please address to: Ashley Newell, Head of Quality Assurance, Pendleton Sixth Form College, Dronfield Road, Salford, M50 3SR, or email it to [complimentscomplaints@salfordcc.ac.uk](mailto:complimentscomplaints@salfordcc.ac.uk)

We will contact you to confirm receipt and inform you of what action is being taken to resolve the complaint.