



THE CORNWALL COLLEGE GROUP

## COMPLAINT FORM

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Before completing this form you should read the Complaints Policy.

### 1. Your details

Full name:

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Course title:

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Student number:

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Campus site:

.....

Preferred contact email address: .....

*We will send all communications relating to your complaint to your email address unless otherwise specified.*

Preferred postal address: .....

## 2. Formal complaint

Please state the full details of your complaint, including its impact:

*Please enter text here. Box will expand as you type.*

Please list the supporting evidence attached to your complaint. If you are unable to provide evidence please state why:

*Please enter text here. Box will expand as you type.*

If you have previously raised your complaint please describe the following:

- the action you have taken so far
- the date(s) of that action and the response received
- why you remain dissatisfied with this response

If you have been unable to raise your complaint previously, or if you were unable to escalate the matter within the timescales stated, please state why:

*Please enter text here. Box will expand as you type.*

Please describe the request you would like to make/desired outcome of the complaint:

*Please enter text here. Box will expand as you type.*

### 3. Declaration

Please tick to confirm the following:

- I have read the Complaints Policy
- I have included all relevant information to support my complaint
- I have made a copy of all documentation and supporting information for my records
- I authorise those involved in the process to have access to relevant information required to make a decision, and I permit access to sensitive information (for example, a file held by the Student Services) as necessary for the investigation into and consideration of my complaint

Signature: ..... Date: .....

Please return this form by email together with scans of your supporting evidence to [complaints@cornwall.ac.uk](mailto:complaints@cornwall.ac.uk)

Alternatively you can print this form and send it along with your supporting evidence to:  
Complaints - Curriculum and Quality Team  
Cornwall College St Austell  
Tregonissey Road  
St Austell  
PL25 4DJ