Student Complaint Form

# Guidance notes

Before completing this form you should read Bloomsbury Institute’s Student Complaints Policy and Procedures. We urge you to try to resolve your complaint with the relevant Tutor, Course Leader, Head of Division or Head of Department before you move to the formal stages of the complaints procedure (i.e. submission of this form). If you have not raised your concern ‘informally’ yet, please do so before completing this form.

Please note that all sections must be completed before we can consider your complaint.

# Section 1 - Your personal details

|  |
| --- |
| Mr/Ms/Mrs/Miss/Other:First name:Family name:Student ID Number: |

# Section 2 – Your contact details

# SeSe

Address:

Postcode:

Email Address:

Mobile number:

# Section 3 – Your complaint

##  If relevant, which Division/Department or area is the subject of your complaint?

**1. Person to which the complaint relates**

**If relevant, which student or member of staff is the subject of this complaint?**

**2. Details of complaint**

**Please outline details of your complaint below and attach any separate information that you feel is relevant to your complaint.**

**3. Steps taken so far**

**Please explain what steps you have taken to resolve your complaint so far. (Please enclose copies of any letters or emails relating to your complaint).**

**4. Reason for dissatisfaction**

**Please explain why you are not satisfied with the response you have received.**

**Please**

**5. What will resolve the complaint?**

**What would you like Bloomsbury Institute to do to resolve your complaint? (i.e. what reasonable solution(s) are you looking for?)**

# Section 4 – Your declaration and signature

I confirm that the information given on this form is true and correct and in submitting this I understand that Bloomsbury Institute:

* Will not accept complaints or appeal from third parties or anonymous sources.
* May need to share information with other persons or organisations as part of any investigation to resolve my compliant or appeal.
* Will deal with any complaint or appeal that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy and Procedures.

**Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please send all documents/papers, including this form by post to:

**Deputy Chief Operating Officer**

**Student Complaints**

**Bloomsbury Institute**

**7 Bedford Square**

**London**

**WC1B 3RA**

Or by email to: deputycoo@bil.ac.uk

**In the case where the complaint relates to the Deputy Chief Operating Officer, send your complaint to:**

**Deputy Principal**

**Student Complaints**

**Bloomsbury Institute**

**7 Bedford Square**

**London**

**WC1B 3RA**

**Please keep a copy of the completed complaint form and any associated documents for your own records.**