**Appendix 1**



**COMPLAINTS FORM**

Use this form to record the nature of your complaint. Please give as much detail as possible so that it can be dealt with immediately by the appropriate person. Complaints will be actioned from the DATE RECEIVED by the Complaints Administrator.

| **Last Name** |  | | **Mr** | | **Mrs** | | **Miss** | | **Ms** | **Other** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **First Name** |  | | **Student ID**  (if applicable) | | |  | | | | |
| **Address** |  | | **Postcode** | | |  | | | | |
| **Telephone** | Home | | Mobile | | | | | Work | | |
| Student □ | Parent/Guardian □ | Visitor □ | Organisation □ | | | | | Employee □ | | Other □ |
| **Course**  (if applicable) |  | | **Tutor**  (if applicable) | | | | |  | | |
|  | | | | | | | | | | |
| **Subject of complaint and details:** | | | | | | | | | | |
| **To be completed by a member of staff receiving the complaint. The complaint was made:**  in person □ by phone □ by letter □ by e-mail □  **(please tick as appropriate)** | | | | | | | | | | |
| **Signed** | | | | **Print Name** | | | | | | |
| **Team** | | | | **Date** | | | | | | |

This form should be handed in to the Complaints Administrator (**Room A80) together with any copies of letters or relevant papers.** Ifcompleted electronically please email to [quality@newvic.ac.uk](mailto:quality@newvic.ac.uk)

**Monitoring Form**

| As part of our commitment to equality, we collect data to monitor complaints. The information provided on this form will not be attributed to an individual. Complaints reports will be used solely for the purposes of college monitoring processes. | |
| --- | --- |
| (Please tick)  **1. Gender:** Male ☐ Female ☐  **2. Age:** under 25 ☐ 25-35 ☐ 36-50 ☐ over 50 ☐  **3. Religion:** Buddhist ☐ Hindu ☐ Muslim ☐ Christian ☐ Jewish ☐ Sikh ☐  Other ………………………None ☐ Prefer not to say ☐  **4. Do you have a disability?** Yes ☐ No ☐  **5. Do you have a learning difficulty?** Yes ☐ No ☐  **6. Ethnic origin** (relates to a sense of identity/belonging on the basis of race/culture)  I would describe myself as: (choose ONE section from A to D, and then tick the appropriate box to indicate your cultural background).  Please tick if you do not wish to disclose your ethnic background ☐ | |
| **A) Asian/Asian British** | **B) Black/African/Caribbean/Black British** |
| ☐ Indian | ☐ African |
| ☐ Pakistani | ☐ Caribbean |
| ☐ Bangladeshi | ☐ Any other Black/African/Caribbean background |
| ☐ Chinese |  |
| ☐ Any other Asian background |  |
|  |  |
| 1. **Mixed/Multiple/other ethnic groups** | 1. **White** |
| ☐ White and Black Caribbean | ☐ White British |
| ☐ White and Black African | ☐ White Irish |
| ☐ White and Asian | ☐ Gypsy or Irish Traveller |
| ☐ Any other Mixed/ multiple ethnic background | ☐ Any other White background |
| ☐ Arab |  |
| ☐ Any other ethnic group |  |