

Customer Complaints Form

If you require assistance with making a complaint, please contact the Quality Manager.

Every effort will be made to ensure confidentiality, consistent with a full investigation of the issue.

If you are submitting a complaint on behalf of someone else, please provide their name/contact details in **Section 1B**. The College may contact the individual for permission to discuss the issue with you.

Section 1A – Complainant Details

Title (Miss/Mrs/Ms/Mr/Other):					
Name:					
Contact Address:					
Telephone Number:					
E-mail:					
Student ID (if applicable)					
Course Title (if applicable)					
Status (please 'X')					
FE/WBL Student	HE Student	Parent or Guardian	Member of the Public	Employer	Organisation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 1B – Details of person on whose behalf you are submitting this complaint, if different to above

Title (Miss/Mrs/Ms/Mr/Other):					
Name:					
Contact Address:					
Telephone Number:					
E-mail:					
Student ID (if applicable)					
Course Title (if applicable)					
Status (please 'X')					
FE/WBL Student	HE Student	Parent or Guardian	Member of the Public	Employer	Organisation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have their consent to raise this matter? (please 'X')		Yes		No	

This form continues overleaf/below

Section 2 – Details of Complaint

Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved. You may attach additional sheets if necessary.	
Date/s issue/problem occurred:	
Campus Complaint related to:	
Nature of Complaint:	

Section 3

This form should be returned:

Have you attempted to resolve this issue informally? Yes / No

If Yes, please summarise any action taken to resolve your issue/s to date.
What do you see as a suitable remedy to address the issue/s or matter/s raised?

By post to:

Quality Manager, Northern Regional College, Trostan Ave, Ballymena, BT43 7BN.

By e-mail to: quality.improvement@nrc.ac.uk

NB: You can post your complaint externally, or leave it at your nearest Campus Reception.

I understand that a copy of this form may be provided to a member of staff if they are the subject of the issue.

Complainant's Signature:	Date:
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Office Use Only			
Date received:		Date acknowledged:	
Received by:		Responsible Owner:	