

Northern Regional College Customer Complaints Form

Please refer to the **Complaints Policy** for full information.

If you require assistance with making a complaint, please contact quality.improvement@nrc.ac.uk. 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	<input type="checkbox"/>	No	<input type="checkbox"/>	

This form continues overleaf/below

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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:

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

If **Yes**, please summarise any action taken to resolve your issue/s to date.

Section 3

What do you see as a suitable remedy to address the issue/s or matter/s raised?

This form should be returned:

By post to: Quality Manager, Northern Regional College, Trostan Ave, Ballymena, BT43 7BN.

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

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

PRIVACY NOTICE: Information gathered on this form will be processed within the provisions of the General Data Protection Regulations (GDPR) and used for the purpose of investigating your complaint. The College is permitted to process personal data where there is a 'lawful basis' to do so. This processing is necessary for the performance of a public task or in the exercise of official authority vested in the College as a Data Controller e.g. Public Authorities are subject to the Northern Ireland Public Services Ombudsman (NIPSO). Your information may be shared with relevant College staff for the purpose of investigating your complaint. It may also be shared with authorised third parties such as NIPSO, legal professionals where there is a lawful basis to do so. Further information on data protection and your rights are available on our website.

I realise that if I choose not to agree to these terms, the College will be unable to investigate my complaint.

I understand that a copy of the complaint 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:	