



London College of Business Studies

Formal Complaint Form

1. Personal	
Details Name:	Student ID:
Programme:	Year:
Address:	Telephone No:
	Email
2. Complaint Details	
<p>Please state the nature of your complaint and give further details (use separate sheets if necessary). Please give exact date(s)/time(s) and location(s) of incident(s) wherever possible. Retrospective complaints (three calendar months after the informal complaint) will not be considered.</p>	
<p>Do you have any documentary evidence to support your complaint? Please give details and attach copies where possible.</p>	

<p>From your point of view, what would be the desired outcome of your complaint?</p>
<p>What prevented the complaint from being resolved informally?</p>
<p>Who else have you discussed this complaint with (e.g. Head of Student Services)? Has advice been given and have you acted on this advice?</p>
<p>Can you suggest any action which will prevent this situation from recurring?</p>
<p>3. Declaration</p> <p>I declare that the information given in this formal complaint form is a true statement of the acts and that I would be willing, if required, to answer further questions related to it.</p> <p>I also agree (in accordance with the Data Protection Act) to this form being held on file by the Head of Student Services.</p> <p>Signed:</p> <p>Date:</p>

Completed forms should be handed in to the Academic Administration Office, for which you will be given a receipt

For Office Use only:

Date complaint received.....

Date receipt provided.....

Office Reference

Name of the recipient

Complaint form sent to