

Complaint Form

Please use this form to make a complaint about any aspect of our service or provision.

Part A – About you (the Complainant)

PLEASE PRINT

Name

Address

Postcode

Phone numbers

Home

Mobile

Email address

Course

Campus

Part B – Your Complaint

Please describe your complaint in as much detail as possible, including what happened, when it happened, and, if appropriate, who was involved.

Please continue on a separate sheet if necessary.

Part C – Further Information

Informal Resolution

Have you tried to settle your complaint informally? If you have, please describe what happened including the dates and members of staff you spoke to.

Supporting evidence

Please attach copies of any documents that may help us investigate your complaint. If you cannot do this, please tell us about any sources of evidence or names of potential witnesses and how they can be obtained/contacted.

What outcome are you seeking?

Please tell us what you would you like to happen as a result of your complaint?

Signature

Date

Once completed, please hand this in to any Reception desk, the Students' Association office or post it to the Quality Unit, Adam Smith College, St Brycedale Avenue, Kirkcaldy, KY1 1EX

Complaints relating to diversity issues such as disability, ethnicity, sexual orientation, gender, religion, or age will be passed to the Diversity Committee in line with the College's commitment to monitor such incidents and use the information gathered to improve our services.