



COMMENT OR COMPLAINT?

The Adult & Higher Education division welcomes feedback.

We also recognise that, from time to time, students may wish to voice a concern about some aspect of our services or facilities.

Whether you have a compliment, a comment or a complaint, please feel free to use this form to express your thoughts.

COMPLAINTS PROCEDURE FOR STUDENTS

- **Before completing this form, in every case, you should discuss the matter first with either your tutor or the Head of Curriculum**
- **If your complaint is not resolved, you have the right to make a formal complaint by completing this form. The completed form will be forwarded to the Director of Adult & Higher Education who will try to resolve the issues within five working days of the complaint being reported**
- **In the case of a complaint where no solution agreeable to both parties can be found, the matter will be referred to the College Complaints Panel which consists the following people**
 - **The Principal**
 - **A Governor**
 - **Vice Principal**

The student who has brought the complaint, and the person against whom the complaint has been made, may both be accompanied by a friend.

After due consideration and consultation, the Complaints Panel will put forward a resolution by which all parties must abide.

PTO

Please use the space below to express your comment or compliment and return this form to us either via the box in AHed Reception lobby area or by post:

COMMENT/COMPLIMENT

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If you have a medical condition or physical disability, is there anything else we can do to assist you in your learning?

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Thank you!

COMPLAINT

Have you discussed your complaint with your tutor or the Head of your curriculum area?
YES/NO

If you have done so and are not satisfied with the outcome, please complete the details below:

Your name: Date:

Course Title:

Name of the person/s you have already discussed your concern with:

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Nature of the complaint:

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(Please use a separate piece of paper if not enough room)

Please return this form to the Director of Adult & Higher Education, Peter Symond College, Stoney Lane, Weeke, Winchester SO22 6DR or if the complaint is about the Director of Adult & Higher Education, to the Vice Principal (Students), Peter Symonds College, Owens Road, Winchester SO22 6RX

You will receive a response to your complaint within five working days of our receipt of this form

DATE RECEIVED (for office use only):