

## **Regent College London**

Student Complaints Procedure - Stage 2: Formal Complaint

## **Complaints Form**

You need to complete this form to lodge a formal complaint. You should only make a Stage 2 formal complaint after you have tried to resolve the issue or issues that have caused you concern by informal means. You should submit the completed Complaints Form to the Head of Academic Standards & Quality Enhancement at Regent College London. You will receive an acknowledgement following the submission of this form within five working days.

Please ensure that you fully complete every part of this form. Normally, you should expect to receive a formal response to your complaint within fifteen working days of submitting the completed Complaints Form.

If you have any questions or queries please contact the Head of Academic Standards & Quality Enhancement.

## 1 Student Details

Surname:	First Name:
Student ID:	Address:
Course:	
Tel. No.:	Email Address:
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## **Data Protection Act 2018**

By signing this form you are also agreeing to the following:

Regent College London will process the information provided by you for the purposes of investigating and resolving your complaint, and monitoring and evaluating the effectiveness of the Complaints procedure. If you do not give your consent by signing this form we will not be able to progress your complaint.

Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Head of Academic Standards & Quality Enhancement at the College.

Signature	Date
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Author	Head of Academic Standards & Quality Enhancement
Version	Version 3.3
Update	October 2019
Approval	Academic Board November 2019
Review Date	August 2020