



SEVERN  
BUSINESS  
COLLEGE

## Student/Staff Complaints Form

Please fill in all relevant information and hand into the administration department.  
We will try our level best to address your complaint as soon as possible.

**Name**

**Date of Complaint**

### **Complaint details**

Please provide specific details of what and whom your complaint is about. Please can you provide as much detail as possible as this will assist us in investigating your complaint.

If necessary you may attach an extra page to this form.

### **Authorisation**

I hereby authorise Severn Business College to proceed with the investigation of my complaint.

**Signature:**

**Date:**

**Complaint Action** (*Office use only*)

Complaint received by:

Date:

Individual Meetings held with students or staff involved.

**Meeting 1**

**Meeting 2**

**Meeting 3**

**Complaint Outcome:**

Outcome of the complaint:

**Authorisation:**

- This complaint process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary.
- This matter is still yet to be resolved.

Management

Date