

SEO Reference Number:



CUSTOMER COMPLAINT FORM

This form is to be completed for all Customer complaints, complaints will be dealt with following the Customer Complaints Procedure and should be sent to

Standards and Enhancement Office, Deane Road, Bolton BL3 5AB Email: SEO@bolton.ac.uk

Independent help and advice about completing this form can be obtained from the Apprenticeship Team. Please telephone 01204 903940 or e-mail Connected@bolton.ac.uk

Complete in block capitals or type.

The Customer Complaints Procedure is available at the Apprenticeship Information Policy Zone.

DETAILS OF COMPLAINT:

Your Name:	Student Name if applicable:
Programme:	Level:
Address for correspondence in connection with the complaint Postcode..... Telephone Number E-mail.....	
Outline of complaint	

Please indicate below, without prejudice, what outcome or further action you are expecting. The University can only consider outcomes which are reasonable and which are allowed by the University's Regulations, Policies and Procedures.

Element of complaint	What outcome are you hoping for?

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of School or Professional Services Unit involved.

Due to data protection legislation action may result from the complaint which the University will not be able to make you aware of because the University cannot breach an individual's right to data protection and anonymity (such as where disciplinary action against a fellow student or member of staff results from a complaint).

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary.

Signed:

Date:

Following section of form to be completed by relevant University staff

To be completed by SEO

Date form received by SEO:	Date form acknowledged:
Date form sent to Head of School/Professional Service:	SEO Officer:

Head of School/Professional Service

Details (and date) of person appointed to investigate:					
Date investigation was completed:					
Head of School / Professional Service decision on complaint: <i>Please tick relevant selection below – if multiple decisions on multiple elements of a complaint please provide details as necessary</i>					
Upheld		Partially Upheld		Not Upheld	
Please include further details if relevant:					
Date of letter to complainant advising outcome: (NB letter should inform complainant of further stage of Complaints Procedure and grounds for taking the matter further)					

Once the complainant has been advised of the outcome of the investigation, a copy of this form and a copy of the letter advising the complainant of the outcome of the complaint should be sent to the Standards and Enhancement Office SEO@bolton.ac.uk