



**LONG ROAD** SIXTH FORM  
COLLEGE  
CAMBRIDGE

## COMPLAINTS FORM

This form should be used by referring to the Complaints Policy. The college will aim to resolve concerns informally in the first instance (**Section 2**) before progressing to the Formal processes outlined in **Section 3** of the Policy.

Complaints under this section may include, but are not limited to, the quality or management of learning provision; and poor administration. The college cannot investigate complaints involving another organisation, for example curriculum content or exam board decisions over grading. Appeals over grading are covered in the 'post-results services' section of the Exams pages on the website.

In completing this form, please be as detailed and specific as possible so that an investigation can take place. This includes names, dates and times and any witnesses that could be spoken to. Please include the details of attempts to resolve the issue informally and why this was unsuccessful.

Please state the nature of the resolution you are seeking in the making of this complaint.

All formal complaints should be sent to the Principal.

**Name of Complainant**

**Contact details**

**Relationship to college (for example student, parent of named student)**

**Brief Summary of the nature of the complaint (for example quality of teaching and learning relating to a named subject area)**

**Details of complaint (please attach further information as required)**

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<b>Signed</b>	<b>Date</b>
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**OFFICE USE ONLY**

<b>Date Received</b>	
<b>Acknowledgement sent</b>	
<b>Investigation assigned to (name)</b>	
<b>Response Sent (date)</b>	