



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)

--

Signed	Date
---------------	-------------

OFFICE USE ONLY

Date Received	
Acknowledgement sent	
Investigation assigned to (name)	
Response Sent (date)	