



Complaints Form - CONFIDENTIAL

If something goes wrong or you are dissatisfied with our services, please tell us using this form. An electronic version of this form is available on the college website and can be submitted on line. Paper versions should be forwarded to the Quality Department in any campus and marked for the attention of the Complaints Handler, Quality Department.

You may find it helpful to refer to our college leaflet 'How to make a Complaint' and our Complaints Handling Procedure before completing this form. Both documents are available on the college website www.westcollegescotland.ac.uk, in hard copy, or in alternative formats, by request in person, by email to info@wcs.ac.uk, or by telephoning 0300 6006060. Please complete the following:

YOUR NAME		
Are you a current student?	If Yes - Insert ID number or Course and Class	No
Your contact address		
	Postcode	
How can we contact you?	Email : Telephone: By post at the above address (tick)	

If you are not a current student are you:

A member of the public	An employer of a student	A parent or carer of a student	A contractor	Other (please specify)
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Please provide details about your complaint. You should try to clearly summarise the main issues and be as accurate as possible in the details you provide. You can continue on a separate sheet if required.

What action do you think we should take to resolve your complaint?

FOR COLLEGE USE ONLY

Date received (if postal receipt)

Date logged on database (if postal)