**Formal Complaint Form**

|  |  |
| --- | --- |
| ***This form may be completed electronically or handwritten (please use additional pages as required)***  *For assistance with completion of this form, please contact the Student Services team, the Student’s Union or the Assistant Registrar (Quality and Governance).* | |
| 1. **Personal Details** | |
| **Name**: | |
| **Course/Programme:** | **Year/Academic Stage:** |
| **Address** (where you can be contacted over the next six weeks) | **Telephone Number**: |
| **2. Complaint details:**  Please state the nature of your complaint and give further details *(use a separate sheet if* *necessary).* Please give exact dates/times and location of incident(s) wherever possible.Retrospective complaints (two calendar months after the event) will not be considered. | |
| 1. **What documentary evidence do you have to support your complaint?**   ***(please give details below and enclose the evidence with this form)*** | |
| 1. **From your point of view, what would be the desired outcome of your complaint?** | |
| 1. **What prevented the complaint being resolved informally?** | |
| 1. **Who else have you discussed this complaint with?** (e.g. staff or members of the   Students’ Union)  **Name** **Department/Administrative Office**  Has advice been given and have you acted on that advice?  (NB: A formal complaint may not be considered unless you have tried to solve this problem by other means) | |
| 1. **Can you suggest any action which will prevent this situation from recurring?** | |
| 1. **Declaration**   I declare that the information given in this formal complaints form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.  I also agree (in accordance with the Data Protection Act) to this form being held on file by Trinity Laban  **Signed:**  **Date:** | |

Completed forms should be returned, marked CONFIDENTIAL, along with all documentary evidence, to:

***Assistant Registrar (Quality and Governance)***

***The Registry***

***Trinity Laban Conservatoire of Music and Dance***

***King Charles Court***

***Old Royal Naval College***

***London SE10 9JF***

**Or by email to: complaints@trinitylaban.ac.uk**

who will acknowledge receipt.