**Formal Complaint Form**

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| ***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 Senior Administrator (Academic Standards and Quality).* |
| 1. **Personal Details**
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| **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?**
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| 1. **What prevented the complaint being resolved informally?**
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| 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 will 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?**
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| 1. **Equal Opportunities Monitoring**

Trinity Laban applies an Equality Opportunities policy and the following information is required for monitoring purposes. All information will be treated as confidential.**Ethnic Origin** –please indicate your ethnic origin (tick as appropriate):

|  |  |
| --- | --- |
| White [ ]  | Chinese [ ]  |
| Black or Black British – Caribbean [ ]  | Other Asian background [ ]  |
| Black or Black British – African [ ]  | Mixed – White and Black Caribbean [ ]  |
| Other Black Background [ ]  | Mixed – White and Black African [ ]  |
| Asian or Asian British – Indian [ ]  | Mixed – White and Asian [ ]  |
| Asian or Asian British – Pakistani [ ]  | Other Mixed background [ ]  |
| Asian or Asian British – Bangladeshi [ ]  | Other Ethnic background [ ]  |

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| 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:

***The Senior Administrator (Academic Standards and Quality)***

***The Registry***

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

***King Charles Court***

***Old Royal Naval College***

***London SE10 9JF***

**Or by email to: j.wengraf@trinitylaban.ac.uk**

who will acknowledge receipt.