

People Who Can Help You:

- Subject lecturer
- Personal tutor
- Programme area manager
- Faculty head
- Reception staff
- Student representatives
- College mediator
- Students' Union
- Student Services.

How to Contact Us

Please complete this form and hand in to the College reception.
Post a completed form, or write a letter to

**City College Plymouth, Kings Road, Devonport, Plymouth,
PL1 5QG.**

Telephone the **Complaints Officer** on **01752 305119**.

E-mail **complaints@cityplym.ac.uk**

Formal Complaints Charter, Our Commitment to You

The College welcomes complaints and makes the following commitment to you:

- Your complaint will be dealt with sensitively, fairly and in confidence
- Your complaint will be acknowledged within five working days
- Your complaint will be investigated
- You will receive a response within ten working days.

If you are not satisfied with the way your complaint has been dealt with you can appeal in writing within 20 working days to the Director of Quality.



**Something to tell us?
Talk to us about the College
talkback
concerns and complaints**

If you would like to raise a concern or make a complaint, we are happy to investigate. Please provide the following information and we will make every effort to resolve your complaint or concern.

What happened?

Who did it involve?

When did it occur?

Have you spoken to anyone or taken any actions?

Any other details to help our investigation?

Please tell us what you think could be done to resolve the issue

If you would like us to provide feedback on how we have responded to your complaint please complete the following details:

Name:

Course/tutor:

Address:

Sign:

Date:

If you are a group of people making the complaint, please nominate one member as a contact.

If you would like help completing this form please contact:

Student Services at **studentservices@cityplym.ac.uk**.

The information provided will be recorded and retained for College use in conjunction with any other relevant information provided at enrolment. The information will be used for the efficient administering of the complaint, and for analysis and improvement of the College's services. The information provided will be available to individuals involved in the investigation and administration of the complaint, College Governors, the Senior Management Team, Estates and Legal Affairs, the College legal and insurance advisers and any inspecting bodies. Further disclosure of the information will only occur with the express consent of the complainant. The information will be retained for a maximum period of seven years, after which it will be confidentially disposed of. The data controller is City College Plymouth. Should you wish to raise an objection with regards to the processing of information as described above please call **01752 305397**.