

Complaints Form - CONFIDENTIAL

Ayrshire College is committed to providing excellence in the quality and standards of the services we provide to our customers. However, we recognise that sometimes things go wrong or you may be dissatisfied with our services.

So, if this happens please tell us about it, using this form. An electronic version of the form is available on the College website and can be submitted on line. Paper versions can be downloaded from the website www.ayrshire.ac.uk/complaints or are available on request from Reception at each of our campuses either by request in person or by telephoning 0300 303 0303.

You may find it helpful to refer to our college leaflet 'Guide to Making a Complaint' before completing and submitting this form. This is also available on the College website or by email request to enquiries@ayrshire.ac.uk or in hard copy or alternative formats on request from Reception at each of our campuses or by telephoning 0300 303 0303.

Section 1 : Contact Details

For College Use Only

Reference:

1a	YOUR NAME	<input type="text"/>	<input type="checkbox"/> Anonymous (If Yes go to Section 2)
1b	Are you a current student?	<input type="checkbox"/> Yes (If YES go to 1c)	<input type="checkbox"/> No (If NO go to 1d)
1c	If yes, insert student ID number or course and class	<input type="text"/>	
1d	Your contact address	<input type="text"/>	
	Postcode	<input type="text"/>	
1e	How can we contact you?	Email <input type="text"/>	<input type="checkbox"/> Preferred contact method
		Telephone <input type="text"/>	<input type="checkbox"/> Preferred contact method
		<input type="checkbox"/> By post at the above address (tick)	<input type="checkbox"/> Preferred contact method
1f	If you are not a current student are you (please tick the appropriate category)	<input type="checkbox"/> A member of the public? <input type="checkbox"/> An employer of a student? <input type="checkbox"/> A parent or carer of a student? <input type="checkbox"/> A Contractor? <input type="checkbox"/> A former student? Other (please specify) <input type="text"/>	

Section 2 : Details of Complaint

Please give us some details about your complaint. Please provide a clear summary of the main issues and be as accurate as possible in the details provided including details of where, when and who was involved where applicable. You can continue on a separate sheet if required.

2a	Details	
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What action would you like us to take to resolve your complaint?

Apology

Corrective Action

Other (Please provide details below)

2b	Action	
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2c	Date of complaint	<input type="text"/>	Written response of outcome requested	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Completed forms can be submitted to complaints@ayrshire.ac.uk or delivered in person to Reception at any of our campuses or mailed to the relevant campus to ensure all necessary actions are taken.

Complaints which have not been resolved at Stage 1 will be managed through the Stage 2 Investigations process by the relevant Director and the Director of Quality Enhancement.

FOR COLLEGE USE ONLY

Section 3: Stage 1 - Recording and Reporting

3a	Date received	<input type="text"/>
3b	Received by (Name / Campus)	<input type="text"/> Campus <input type="text"/>
3c	How was the complaint received?	<input type="checkbox"/> In person <input type="checkbox"/> By phone <input type="checkbox"/> By email <input type="checkbox"/> By Letter
3d	Related Department(s)	<input type="text"/> <input type="text"/>
3e	Frontline Resolution (within 5 days)	<input type="checkbox"/> YES <input type="checkbox"/> Within 5 day target <input type="checkbox"/> With 5 day extension <input type="checkbox"/> NO (If NO go to 3k)
3f	<u>If YES - Action taken to resolve the complaint</u>	<input type="text"/>
3g	Target Complete Date	<input type="text"/>
3h	Complaint Closed	<input type="checkbox"/> Yes (If YES go to 3i) <input type="checkbox"/> No (If NO go to 3j)
3i	If YES, Date Closed	<input type="text"/>
3j	If NO, Date escalated to Stage 2	<input type="text"/>