



COMPLAINTS PROFORMA

This form can be used to submit a complaint. It is designed to assist you in compiling a concise written account of the nature of the complaint you have and what you would like the outcome of your complaint to be. If you feel completing the form may be difficult you should seek advice and help from your personal academic tutor, college student support staff or Your Students' Association.

You should try to be objective and think carefully about the nature of the complaint and an acceptable resolution before completing the form.

YOUR CONTACT DETAILS

Name:	
Student reference no (ID):	
Course name:	
Contact address:	
*Email address:	
Telephone number:	

*Please note that, where possible, email communication will be used to correspond with you during the complaints process.

1. Please describe the nature of your complaint:

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2. What do you feel would be an acceptable resolution to your complaint:

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3. List any documentary evidence below to support your complaint and include copies. Keep any original documents safe and secure.

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4. Please use this box for any further comments you may have:

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Signed:		Date:	
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Please send a copy of this complaint to the Complaints Officer;

Email: complaints.nwh@uhi.ac.uk

or

Post: FAO Complaints Officer
Quality Office
UHI North West and Hebrides
Ormlie Road
Thurso
KW14 7EE