

Formal Complaints Form (CFM1)

South London Academy (SLA) is committed to providing education and services of the highest quality. It aims to provide a supportive environment for our learners and to be responsive to concerns or complaints from any source.

The Academy recognises that, in a complex organisation, problems may arise of a teaching-related or service-related nature. These problems need to be addressed in order to ensure that normal high standards are maintained. We regard feedback, both negative and positive, as a valuable resource to help us improve the quality of our services and provision.

Please ensure you read the guidance notes before completing this form

1: Your details

First name(s)			
Last name(s)			
SLA ID Number		Title	
Course		Cohort	
Start date			
Address for correspondence			
Postcode			
Mobile phone number			
Daytime phone number			

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Email Address	
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2: Your complaint

2.1: Please set out below the key points of your complaint below (even if you attach other documents)

Continue on separate sheet if necessary

2.2: Please identify the documented evidence you have to support your complaint?

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2.3: Who did you approach to resolve your complaint informally? What action, if any, was taken to remedy your complaint?

Name	Action Taken	Date(s)

2.4: What prevented the complaint being resolved informally?

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2.5: Who else have you discussed this complaint with?

Name	Dept/Admin Office	Date(s)

2.6: How do you propose that your complaint could be resolved to your satisfaction?

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2.7: 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.

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I also agree (in accordance with the Data Protection Act) to this form being held on file by the Academy.

Signed: Date:

Completed forms should be submitted to the appropriate person (see the procedure) where it will be logged and a receipt issued. **Please ensure you keep a copy for your own records.**