

## Registering a Complaint

If you wish to submit your complaint online, please visit the Barking & Dagenham College website and select the 'Contact us' link at the top of the page, then select 'Compliments & Complaints'.

At Barking and Dagenham College we are committed to providing the highest quality education and training. The only way this is possible is if we receive direct comment from our clients. We value all constructive feedback. If you are dissatisfied and wish to draw it to our attention, please complete this form and hand it in at **Reception** or send to the **Quality Department**. Once received by the Quality Department, all complaints will be acknowledged within 5 working days. We assure you that anything you have to say will be treated seriously. We will not tolerate victimisation against people who complain. Please consider your complaint carefully as once it has been received, you may not be able to withdraw it.

If a **group** of students wish to complain, one person must act as the lead representative and complete this form, signing at the bottom of the sheet. The rest of the group must be named and must also **sign** the form.

**Nature of Complaint:** .....

**Date:** .....

**Please provide details of your complaint.** (If necessary use the reverse side of this form or continue on a separate sheet.)

**To receive a reply, please give your email or home address:** .....

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**Your Name:** ..... **Your Student Number:** .....

**Signature**.....

*All correspondence will be treated confidentially to the individuals concerned. Thank you for your co-operation.*