



RECORD OF COMPLAINT FORM

To be completed by the complainant

Complaint forms should be addressed to the Complaints Manager

Your Details

Name and/or organisation:	Address:
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Telephone:	Mobile:	Date:
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What is your ethnic origin/disability? We, as a college, require this information because the Race Relations (Amendment) Act 2000 and the Disability Equality Duty Act 2005 state that it is good practice to monitor complaints by ethnicity and disability. This helps to eliminate discriminatory practice.

White:	British <input type="checkbox"/>	Irish <input type="checkbox"/>	Gypsy / Irish Traveller <input type="checkbox"/>
Mixed:	White & Black Caribbean <input type="checkbox"/>	White & Black African <input type="checkbox"/>	White & Asian <input type="checkbox"/>
Black or Black British:	Caribbean <input type="checkbox"/>	African <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>
Asian or Asian British:	Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Chinese <input type="checkbox"/>
Other <input type="checkbox"/>	please state _____	Disability <input type="checkbox"/>	please state _____
Do you consider yourself to have a learning difficulty <input type="checkbox"/>		Do you consider yourself to have a disability <input type="checkbox"/>	

Details of Complaint

Area of work/academy/service to which the complaint refers:

Nature of Complaint:	Admission Service <input type="checkbox"/>	Harassment <input type="checkbox"/>
	Teaching and Learning Issue <input type="checkbox"/>	Discrimination <input type="checkbox"/>
	General <input type="checkbox"/>	Other <input type="checkbox"/>
	Bullying <input type="checkbox"/>	(Please State).....

Brief summary of complaint:

Signature:

OFFICE ONLY

Complaint Received by:

Details if resolved at this stage:

COPIES OF ALL DOCUMENTS IN RELATION TO COMPLAINTS RECEIVED BY LONDON CENTER COLLEGE ARE FILED CENTRALLY BY QUALITY AND STANDARDS; PLEASE FORWARD COPIES OF ALL COMPLAINT DOCUMENTS TO QUALITY AND STANDARDS OFFICE