HOW TO TALK TO US

If you want your concern or complaint investigated you can choose to

- Complete this form and send it to The Complaints Officer
 - either hand it in to a College Reception or
 - post it to City College Plymouth at the address below
- Phone The Complaints Officer on 01752 305370
- Email: complaints@cityplym.ac.uk
- Write to The Complaints Officer at City College Plymouth
- Fax 01752 305341

Our Commitment to you

The College welcomes complaints and makes the following commitment to you:

You will get

An acknowledgement in 5 working days
An internal review

Dependent upon nature of information & complaint within 10 to 35 working days

If you are not happy with the way your complaint is treated you can appeal to

The Information Commissioner at Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF, Telephone: 01625 545 745

Email: <u>mail@ico.gsi.gov.uk</u>, <u>www.informationcommis</u>sioner.gov.uk



FREEDOM OF INFORMATION ACT 2000

CONCERNS COMMENTS AND COMPLAINTS



WHAT YOU WANT TO TELL US

If you wish to raise a concern or make a complaint we would be happy to investigate. Please give us the following information to help the process.

Every effort will be made to resolve your complaint or concern.

Please gives us the details

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| Any other de | etails which can | help with our internal review |
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| | WHO Y | OU ARE |
| If you | would like a re | esponse please tell us |
| Your Name | | |
| Your | | |
| course | | |
| Your addres | SS | |
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| Please Sign | here | Date |
| • • | people are makir as a contact. | ng a complaint please nominate |
| If you would Services. | like help comple | ting this form please ask Learne |
| administering College's com information h investigation a Governors, Se advisers, and held will only information wi | the complaint, and appliance to the Frield is available and administration enior Management any Inspecting bodioccur with the explicit be retained for a | ecorded and retained for College used for analysis and improvement of the eedom of Information Act 2000. To those individuals involved in the complaint, as well as College legal and insurances. Further disclosure of the informationess consent of the complainant. The maximum period of seven years at sposed of The Data Controller is Controller is Controller. |

College Plymouth