

HOW TO TALK TO US

REF: (Internal Use) ...0018.....

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



FREEDOM OF INFORMATION ACT 2000

CONCERNS COMMENTS AND COMPLAINTS



FORMAL COMPLAINTS CHARTER

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: mail@ico.gsi.gov.uk ,
www.informationcommissioner.gov.uk

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.

Please gives us the details

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If you would like a response please tell us

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- course** _____

- _____
- _____
- _____

Please Sign here _____ Date _____

- If a group of people are making a complaint please nominate one member as a contact.
- If you would like help completing this form please ask Learner Services.



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