

Copies of this form are available from:

- Any College Reception or Library
- The College website www.sccb.ac.uk

This form to be completed and handed to Reception



Your form will be logged by the Complaints Manager



Details will be referred to the appropriate manager



The matter will be looked into and relevant action taken



You will receive our response within 10 working days

What do you think of us?

The college welcomes your comments, suggestions, complaints or compliments.

Please assist us to evaluate and improve the service we provide by:

- Speaking in person to the appropriate manager.
Reception staff will help you contact the right person.

OR

- Completing this form and handing it in at any college reception or returning it to us at the FREEPOST address overleaf.

OR

- Emailing your comments to us at feedback@sccb.ac.uk

OR

- Telephoning us on **0121 694 6342**.

We will pass on your comments, complaints or request to the appropriate college manager to deal with. You will receive a full reply within 10 working days or details of progress and timescales for a further response. We will also publicise - if appropriate - any changes made as a result of your comments.

Information contained within this document will be processed in accordance with the Data Protection Act 1988. You have a right to access any personal data that the College holds on you. For details of how to request this access you should consult the College's Data Protection Policy which is available on the College intranet, or contact the College's Data protection controller, by emailing data.controller@sbc.ac.uk.

If the complainant is not satisfied by the College's response relating to Data, there is a right to complain under the Data Protection Act 2018. There is a right to complain to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel. 0303 123113. Fax 01625 524 510. Email: casework@ico.gsi.gov.uk. web: www.ico.gov.uk.

THIS SECTION IS FOR COLLEGE USE ONLY

Summary of response given to customer:

(please attach a copy of all correspondence sent or summarise content of discussion)

Details of any longer-term action needed:

(eg assess likelihood of problem re-occurring, review procedure, brief other staff, training, etc)

Signature: _____ Date: _____

PLEASE RETURN A COPY OF THIS FORM TO THE CF OFFICE BY: ____/____/____

Responsible manager: _____

Form no: _____

Outline of your compliment, comment or complaint

Use of inappropriate language: we politely request that complainants take the time to consider their complaint carefully and word it in a professional manner. If you require assistance please ask at reception.

What happened? (please attach another sheet if necessary)

Who did it involve?

Where did it happen?

When did it happen?

Date:

Time:

If appropriate, do you have a suggestion on how you think the College can improve its service?

Are you:

- A student
- A member of staff
- A member of the public
- A student's parent/carer/guardian
- An employer or student sponsor

Place of study/work

Detail your campus/centre and department:

Ethnicity

- Bangladeshi
- Indian
- Pakistani
- Arab
- Any other Asian background
- African
- Caribbean
- Any other Black background
- Chinese
- Any other ethnic group
- White & Asian
- White & Black African
- White & Black Caribbean
- Any other Mixed background
- White - British
- White - Irish
- Any other White background
- Would prefer not to say

Gender:

- Female
- Male

Do you have a disability?

- Yes
- No

Please complete the sections below if you would like to receive a response to your comments/complaints:

Your details:

Name

Student No. (if applicable):

Address:

Postcode:

Tel. No:

Email:

How would you like us to contact you?

- Letter
- Phone call
- Email

Date form completed:

____/____/____

Thank you for taking time to complete this form. Please hand it in now to any college reception or post it to:

**Complaints,
South and City College Birmingham,
FREEPOST,
Birmingham B28 8BR**

