

Complaints Form

Writtle University College is committed to providing high quality services and we welcome feedback to help us achieve this. The best way to raise any issues or concerns is to discuss them with the member of staff or department directly involved. If this is not possible due to the seriousness of your complaint or, if you have already done so and do not feel your complaint has been satisfactorily resolved, please complete this form, including as much information as possible. The complaint will be dealt with in accordance with the University College's Complaints Procedure for Students and Employers. A complaint will not be investigated if this form has not been completed in full or if it is anonymous.

Name:	Address:	
Course :		
Tel. No.:	Email address:	
Company/organisation (where this complaint concerns an apprenticeship contract):		
Please set out clearly the nature and origin of your complaint: (Please continue overleaf if necessary and include documentary evidence where relevant)		
Please detail the steps you have taken to resolve your complaint informally including the outcome and reason for your dissatisfaction: (Please continue overleaf if necessary.)		
Please describe what we can do to resolve the matter:		
Signature:	Date:	

Please return your completed form to complaints@writtle.ac.uk. Alternatively, please deliver to University College reception for the attention of the Complaints team or post to: Complaints team, Writtle University College, Lordship Road, Chelmsford CM1 3RR.