

# COMPLAINTS FORM

If you require assistance with making a complaint, please contact [complaints@serc.ac.uk](mailto:complaints@serc.ac.uk)

Every effort will be made to ensure confidentiality, consistent with a full investigation of the issue.

*If you are submitting a complaint on behalf of someone else, please provide his or her name/contact details in Section 1B. We may contact the individual for permission to discuss the issue with you.*

## SECTION 1A – Complainant Details

<b>Title:</b>	Miss / Mr / Mrs / Ms		Other:			
<b>Name:</b>						
<b>Contact Address:</b>						
<b>Tel Number:</b>						
<b>Email:</b>						
<b>Course (if applicable)</b>						
<b>Student ID (if applicable)</b>						
<b>Status (please tick relevant box)</b>						
<b>Student (Up to and including Level 3)</b>	<b>Student (Level 4 and above)</b>	<b>Parent or Guardian</b>	<b>Member of the Public</b>	<b>Employer</b>	<b>Organisation</b>	

## SECTION 1B – Details of person on whose behalf you are submitting complaint, if different to above

<b>Title:</b>	Miss / Mr / Mrs / Ms		Other:			
<b>Name:</b>						
<b>Contact Address:</b>						
<b>Tel Number:</b>						
<b>Email:</b>						
<b>Course (if applicable)</b>						
<b>Student ID (if applicable)</b>						
<b>Status (please tick relevant box)</b>						
<b>Student (Up to and including Level 3)</b>	<b>Student (Level 4 and above)</b>	<b>Parent or Guardian</b>	<b>Member of the Public</b>	<b>Employer</b>	<b>Organisation</b>	

**SECTION 2**

**Details of Complaint:** Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved. You may attach additional sheets if necessary.

**Have you attempted to resolve this issue informally?** Yes / No  
If Yes, please summarise any action taken to resolve your issue/s to date.

**SECTION 3**

**What do you see as a suitable remedy to address the issue or matter raised?**

This form should be returned to:  
Senior Customer Services Officer, SERC, 25 Castle Street, Lisburn, BT27 4SU or emailed to [complaints@serc.ac.uk](mailto:complaints@serc.ac.uk)

*I understand that a copy of this form may be provided to a member of staff if they are the subject of the issue.*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

<b><u>Office Use Only</u></b>	
Date Received:	Date Acknowledged:
Received By:	Responsible Owner: