

COMPLAINTS FORM

If you require assistance with making a complaint, please contact complaints@serc.ac.uk

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.

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

SECTION 1A – Complainant Details

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

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

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

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?

PRIVACY NOTICE: Information gathered on this form will be processed within the provisions of the General Data Protection Regulations (GDPR) and used for the purpose of investigating your complaint. The College is permitted to process personal data where there is a 'lawful basis' to do so. This processing is necessary for the performance of a **public task** or in the exercise of official authority vested in the College as a Data Controller e.g. Public Authorities are subject to the Northern Ireland Public Services Ombudsman (NIPSO). Your information may be shared with relevant College staff for the purpose of investigating your complaint. It may also be shared with authorised third parties such as NIPSO, legal professionals where there is a lawful basis to do so. Further information on data protection and your rights are available on our website <https://www.serc.ac.uk/customer-privacy>
I realise that if I choose not to agree to these terms, the College will be unable to investigate my complaint.

Signed: _____ Date: _____

Office Use Only

Date Received:
Received By:

Date Acknowledged:
Responsible Owner: