

## COMPLAINTS FORM

Current from January 2019; renewable January 2020

This form may be used by any student or recipient of the Trust's services. Complaints should be raised within 10 days of the concern arising. If a complaint is made outside of this time scale, please explain when you provide details of your complaint below.

You may also use this form to request an academic appeal.

Please refer to the Complaints Policy and Procedure for details of the complaints process and the associated timescales.

### Your details

**Surname:**

**First Name:**

**Address:**

**Post Code:**

**Telephone Number:**

**Email Address:**

**Name of Course Tutor:**

- **Name of the person or service you are complaining about:**
- **Have you tried to resolve your complaint by speaking to the person/service provider involved? Yes or No**
- **If Yes please give the date and form of the communication e.g. email, phone, face to face:**
- **If No please state the reason:**

Date/Dates of Complaint	Nature of Complaint	How would you like this issue to be resolved?

### Declaration

In order to resolve your complaint, we may need to carry out an investigation. To do this we will need to:

- Share some of your personal details and the nature of your complaint with the Investigating Officer.
- Disclose pertinent issues of your complaint with the person/s you have complained about.
- Ask you to provide full evidence relating to the complaint.

By signing this declaration, you give us your permission to share the necessary details.

Name

Date

**Please send this form to:**

Diana Brown - Administrative Officer  
 Spiritual Companions Trust  
 PO Box 3662 - Glastonbury - Somerset BA6 8ZY  
 diana@spiritualcompanions.org