



HIGHER EDUCATION and HIGHER LEVEL 4/5 STUDENT COMPLAINT FORM – FORMAL STAGE 2

If your complaint is about the University of Bolton directly then please complete their complaint form: [Student Complaints Procedure Guidance and Forms 2024-25 | University Of Bolton](#)

This form is to be completed for all complaints to be dealt under Stage 2/Formal Stage of the Student Complaints Procedure and should be sent to

PA to Principal, Deane Road, Bolton BL3 5BG Email: Jill.Hebden@boltoncc.ac.uk

Independent help and advice about completing this form can be obtained from the National Union of Students.

Please contact: <https://www.nus.org.uk/> or <https://www.nus.org.uk/contact>

The Higher Education and Higher Level 4/5 Student Complaints Policy and Procedure is available at <http://www.boltoncollege.ac.uk/about-us/customer-services/making-a-complaint/>

DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT

Complete in block capitals or type.

Name:	College Student Number:
Name of Course:	Level:
Name of Subject Area:	Year of Study:
Address for correspondence in connection with the complaint Postcode..... Telephone Number E-mail.....	
Outline of complaint	
What happened?	
When did it happen?	
Who was involved?	
How was the student affected?	
Please explain here what steps you have taken, together with dates, to resolve your complaint informally at Stage 1	

Please explain why you are dissatisfied with the response you have received at Stage 1

Please indicate below, without prejudice, what outcome or further action you are expecting. The College can only consider outcomes which are reasonable and which are allowed by the College's Regulations, Policies and Procedures.	
Element of complaint	What outcome are you hoping for?

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of Area or Student Services involved.

Due to data protection legislation action may result from the complaint which the College will not be able to make you aware of because the College cannot breach an individual's right to data protection and anonymity (such as where disciplinary action against a fellow student or member of staff results from a complaint).

Declaration	
I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary.	
Signed:	Date:

Following section of form to be completed by relevant staff

To be completed by HE Academic Quality Leader

Date form received by HEAQL:	Date form acknowledged:
Date form sent to Head of Area/Student Services:	HEAQL name:

Head of Area/Student Services

Details (and date) of person appointed to investigate:					
Date investigation was completed:					
Head of Area/ Student Services decision on complaint: <i>Please tick relevant selection below – if multiple decisions on multiple elements of a complaint please provide details as necessary</i>					
Upheld		Partially Upheld		Not Upheld	
Please include further details if relevant:					
Date of letter to complainant advising outcome: (NB letter should inform complainant of further stage of Complaints Procedure and grounds for taking the matter further)					

Once the complainant has been advised of the outcome of the investigation, a copy of this form and a copy of the letter advising the complainant of the outcome of the complaint should be sent to the PA to Principal and Director of Curriculum and Quality.

Completion of Procedures Letter (COP)

- For University of Bolton Award: The University will respond to the Student
- For **other** Awarding organisation: Letter will include details of OIA and Completion of Procedures (COP) letter

Data Protection Policy: [Bolton-College-Data-Protection-Policy-2024-26.pdf](#)