

## Global Banking School

### Student Complaints Procedure: Stage 2 Formal Complaint

#### Complaints Form

You need to complete this form to lodge a **Stage 2 formal complaint**. You should only make a Stage 2 formal complaint after you have tried to resolve the issue or issues that have caused you concern by informal means. You should submit the completed Complaints Form to the Head of Programme Management at Global Banking School. You will receive an acknowledgement following the submission of this form within five working days.

Please ensure that you complete every part of this form. Normally, you should expect to receive a formal response to your complaint within **fifteen working days** of submitting the completed Complaints Form.

If you have any questions or queries please contact the Head of Programme Management in the first instance.

Name .....

Course of study .....

Address .....

.....

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Mobile number .....

email address .....

Nature of complaint - **please state clearly and precisely**

Student Complaint Form (continued)

Please give further details about your complaint together with any evidence and/or facts that support your complaint

Please indicate how you think the issues that you have raised in your complaint could be resolved to your satisfaction

Student Complaint Form (continued)

Please describe how you have tried to resolve your complaint by informal means

Data Protection Act 1998 By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you for the purposes of investigating and resolving your complaint, and monitoring and evaluating the effectiveness of the Complaints procedure. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.

Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Head of Programme Management at Global Banking School.

Signed .....

Date .....