Caspian School of Academics

Complaints Form · linked to Procedure 2.2 Complaints and Grievances

Complaints Form

Please complete this form and email it to the Student Welfare Officer at dorina.tene@caspianschool.ac.uk . Complaints should normally be made within 21 days of the matter arising, and no later than 30 days. We will acknowledge your complaint within 2 working days and aim to respond in full within 10 working days. Making a genuine complaint will never disadvantage you. If you need help completing this form, your tutor or the Student Welfare Officer will gladly assist you.

1 · Your details

Full name	
Student ID number	
Programme / course and group	
I am a… (student / staff / other)	
Email address	
Phone number (optional)	

2 · About the matter

Date of the incident / matter	
Where did it happen? (campus, room, online service…)	
Have you tried to resolve it informally first (Stage 1)? Who did you speak to, and when?	

3 · Your complaint

Please describe your complaint. Include what happened, who was involved, and any relevant dates. Continue on a separate sheet if needed.

4 · Outcome you are seeking

What outcome or remedy are you seeking? Being specific helps us resolve your complaint faster.

5 · Evidence and consent

Evidence attached (letters, emails, witness statements…) — please list	
If a third party is submitting this on a student's behalf: student's written consent attached? Yes / No	

6 · Declaration

I confirm that the information given on this form is true, complete and not misleading, and I consent to it being shared with the staff directly involved in resolving my complaint, in line with the Data Protection Act 2018 and UK GDPR.

Signature	
Date	

For office use only

Date received	
Received by	
Acknowledgement sent (within 2 working days)	
Stage (1 Informal / 2 Formal Mediation / 3 Formal)	
Referred to	
Outcome and date	
Logged in Complaints Register (date)	