

Complaints and Compliments Form

At Tyne Metropolitan College we aim to provide the best possible service to our students and all those who use our services. We listen to both positive and critical comments and use them to improve our services. So, if you have views about our services, we would like to hear from you.

It will help us greatly if you can give us as much of the following information as possible:

Are you making a complaint ; or are you thanking us for excellent service ?

Are you a student ; parent or guardian ; employer ;
supplier or partner organisation ; or member of the general public ?

Please give us your own contact details

Full Name	
Address	
Telephone Day	
Telephone Evening	
Mobile	
Email	

Please give us your course details (if applicable)

Course Title	
Course Code	
Course Tutor	
Campus	

Please give us the names of the members of staff you have spoken or written to so far? (if applicable)

Teacher	
Course Tutor	
Head of Department	
Other Members of Staff	

Details of your Complaint or Positive Comments

Please include, if possible, dates of any significant events and names of members of staff where you know them.

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What action do you feel Tyne Metropolitan College should take now?

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Signature:	
Date:	

Please return your completed form to:

Student Services
Tyne Metropolitan College
Battle Hill Drive
Wallsend
NE28 9NL