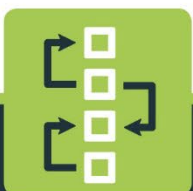




For the future you want

# Edinburgh College's Compliments and Complaints Form

The College is committed to maintaining and improving standards and we actively encourage views and suggestions from students and other users to enable us to make improvements to our services.



## Curriculum Planning & Performance

Name:

Address:

Email:

Tel:

Please tick this box if you wish to remain anonymous

(We value all complaints, including anonymous complaints, and will take action to consider them further wherever this is appropriate. Generally, we will consider anonymous complaints if there is enough information in the complaint to enable us to make further enquiries.)

I am making a complaint on someone's behalf: Yes No

(If Yes, the person you are making the complaint about must complete a [Data Subject Authorisation Form](#) and return this to the Complaints Handling Coordinator to allow the full outcome of the complaint to be disclosed to yourself.)

Your preferred method of contact: Email Telephone Post

Your course:

Campus: Granton Milton Road Midlothian Sighthill Open Learning

Please use this space below for your: Complaint  
Compliment

You may attach additional information as needed to describe the complaint. All supporting documentation should be attached.

A large, empty rectangular box with a thin black border, occupying most of the page. This is likely a designated area for providing details of a compliment or complaint.

Please identify below the key issues you would like us to take forward for investigation.

A large, empty rectangular box with a thin black border, intended for the user to write their response to the question above.

What outcome are you seeking from your complaint?

Do you require additional support to access any other services?    Yes            No

What services?:

Do you require interpretation and/or translation services?    Yes            No

What services?:

For independent support or advocacy you can contact:

- Citizens Advice Scotland - [Citizens Advice Scotland \(cas.org.uk\)](http://cas.org.uk) - 0800 028 1456
- Scottish Independent Advocacy Alliance - [Home - Scottish Independent Advocacy Alliance \(siaa.org.uk\)](http://siaa.org.uk) - 0131 510 9410

## How we use your information

Your personal information is collected to record and process your compliment or complaint and the Complaints Handling Coordinator (CHC)/Investigating Officer (IO) will use this information to investigate your complaint or compliment and to contact you about it. The CHC or IO may need to share these details with other relevant teams or staff at the college to address your complaint or compliment fully and to take further action where necessary and, therefore, cannot guarantee confidentiality. If you have authorised another individual or organisation to act on your behalf, then we would only share information with them on receipt of a completed Data Subject Authorisation (DSA) form. Regardless of the situation, your personal information will generally only be shared with individuals on a need-to-know basis.

For further details about how your personal information is used, please see the Compliments and Complaints Privacy Notice on the website here: <https://www.edinburghcollege.ac.uk/data-protection-and-cookies>

## Declaration

I declare that the information given in this form is true and I understand how my information will be used and shared.

Signed:

Date:

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## Return to:

By post: Complaints Handling Coordinator, Edinburgh College, Room 2-18,  
24 Milton Road East, Edinburgh EH15 2PP

By email for a complaint: [complaints@edinburghcollege.ac.uk](mailto:complaints@edinburghcollege.ac.uk)

By email for compliments: [compliments@edinburghcollege.ac.uk](mailto:compliments@edinburghcollege.ac.uk)

For College Use Only	
Date received	
How was compliment or complaint received?	
Reference	

## For further information contact:

Complaints Handling Coordinator  
Edinburgh College  
24 Milton Road East  
Edinburgh EH15 2PP

Email: [complaints@edinburghcollege.ac.uk](mailto:complaints@edinburghcollege.ac.uk)

Tel: 0131 297 8662