
COMPLAINT FORM

APPENDIX 1

1. COMPLAINT FORM

1.1 Complaint form

In order to make a formal complaint, please email this form, once complete, to ukstudentcomplaints@barbri.com.

Personal details	
Name	
Student number	
e-mail address/ telephone number	

1.2 Your complaint

<p>Issue raised</p> <p>Please list the specific issues which you would like investigated</p>
<p>Action already taken</p> <p>Please describe any action you have already taken, with dates, to try and address this complaint (for example, speaking to a member of the Company staff, approaching your Learning Coach, utilising the Company Feedback Questionnaire or other feedback tool).</p> <p>You must take reasonable steps to address your concern informally before making a formal complaint. If you require support or guidance, speak to any member of the Company staff.</p>
<p>Associated evidence</p> <p>Please list the evidence which you are submitting in support of your complaint (you should attach the evidence to the email in which you file your complaint). For example, you can attach emails and dates and times of meetings, with any agreed actions.</p>

Declaration

I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary.

I authorise representatives of the Company to consider the evidence submitted alongside this complaint, and any other relevant information held by the Company, to the extent necessary for the consideration of my complaint.

I understand that any documentation that has implications for third parties may also be shared with those third parties in the interests of natural justice.

Name (print)	
Signature	
Date	