

COMPLAINTS PROFORMA

It is easier to address a complaint if it is made quickly and directly to the service concerned. So please talk to a member of staff within the relevant department or academic partner about your concern. They can then try to resolve the matter promptly.

Complaints can be made in person, by phone, in writing, by email, or by completing the complaints form (below).

The form should be used to submit a formal complaint. It is designed to assist you in compiling a concise written account of the nature of the issue and what you would like the outcome of to be.

Students who feel completing the form may be difficult, should seek advice and help from their Personal Academic Tutor (PAT) / Personal Development Advisor (PDA), college student support staff, or [HISA Advice Service](#).

Try to be objective and think carefully about the nature of the complaint and an acceptable resolution before completing the form. Please also read our [Guide for Complainants](#) and our [Unreasonable Complainant Behaviour policy](#) before submitting this form.

You can access the Complaints Handling Procedure Privacy Statement here: [UHI-Inverness---Complaints-Privacy-Statement.pdf](#).

Our contact details:

Inverness College
1 Inverness Campus
Inverness
IV2 5NA
t: +44 (0) 1463 273 000
quality.ic@uhi.ac.uk

Complainant Details			
<i>For UHI Inverness to acknowledge and inform complainant of investigation and decision.</i>			
Date:			
Complainant type: <i>(e.g. student/ stakeholder/ member of public)</i>			
Full Name:			
Academic Partner: <i>(if applicable)</i>			
Student ID Number: <i>(if applicable)</i>			
Course: <i>(if applicable)</i>			
Email Address:			
Phone Number:			
Address: <i>(if required)</i>			
Equality, Diversity, and Inclusion <i>(optional)</i>	Age Band	Under 16	
		16-17	
		18-19	
		20-24	
		25 and over	
	Gender	Male including Trans Man	
		Female including Trans Woman	
		In another way	
		Prefer not to say	
	Ethnicity		
		Prefer not to say	
	Disability	No disability	
		I have a disability, impairment, or medical condition	
		I have a specific learning disability such as dyslexia	
		Prefer not to say	
	Care Experienced	Yes	
		No	
		Prefer not to say	
Caring Responsibilities	Yes		
	No		
	Prefer not to say		

