

Inverness College UHI COMPLAINTS PROFORMA

It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff within the department or academic partner you are complaining about. Then they can try to resolve the issue.

You can complain in person, by phone, in writing, by email, or by completing this complaints form.

This 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 complaint you have and what you would like the outcome of your complaint to be. If you feel completing the form may be difficult you should seek advice and help from your personal academic tutor, college student support staff, or HISA student representative.

You should 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.

By submitting this form, you agree that your details and your complaint may be passed to the relevant academic partner of the University of the Highlands and Islands for investigation and resolution where appropriate.

Our contact details:

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

Complainant Details

For Inverness College UHI to acknowledge and inform complainant of investigation and decision.

Date:			
Complainant type: (e.g. student/ stakeholder/ member of public)			
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	
		Prefer not to say	
	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			

Complaint Details	
Date you first became aware of the issue	
What is your complaint about?	
What is your desired outcome?	
Please describe the nature of your complaint below. Please give details and attach documentary evidence, if necessary.	

Please send a copy of this complaint to the Quality Team:

- Email: quality.ic@uhi.ac.uk
- Address: Quality Team, Inverness College UHI, 1 Inverness Campus, Inverness, IV2 5NA.