

COMMENTS



It would assist us if you could complete this form to make your comments. If you prefer you can make a comment by e-mail, in person, by phone, by letter, or by using our online comments form at www.stourbridge.ac.uk/complimentsandcomplaints. When you have completed this form please submit or send to the Assistant Principal - Quality and Professional Development, or hand it in at any of our Reception areas.

Title	
First name	
Surname	
Address	
Postcode	
Contact No	
Email	
Date	

Which area/department is your comment about?

Don't worry if you are unsure, the Quality Officer will allocate the comment to the correct area.

Department	

If a complaint, have you complained about this issue before?

Yes No

If yes, give details below, eg how long ago?

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How would you like to receive your response?

Please cross (x) all that apply

<input type="checkbox"/>	Letter	<input type="checkbox"/>	E-mail	<input type="checkbox"/>	Telephone Call	<input type="checkbox"/>	Face to Face
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If you have any special requirements that would help you understand our response, for example if English is not your first language or if you have a disability, please let us know how we might help you below.

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What would you like us to do to put things right?

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The information you provide on this form will be used to provide you with a response in relation to your compliment or complaint, and may be disclosed to other departments within the College. The information you provide will be processed in accordance with the Data protection Act, 1998, and in particular, will be retained for as long as necessary for us to process your query, as well as in line with applicable legislation and our own retention policy. By completing this form, you acknowledge that you have read and understand this Data Privacy statement, and that you agree that Stourbridge College may process personal data relating to you for the purposes detailed above, and in accordance with the relevant legislation.

Please put your comments below

Are you?

Male

Female

Which of the following age groups apply to you?

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75+

What is your ethnic origin?

White

British

Irish

Mixed

White and Black
Caribbean

White and Black
African

White and
Asian

Asian or Asian British

Indian

Pakistani

Bangladeshi

Black or Black British

Caribbean

African

Chinese

Any other Ethnic Group

And finally, do you consider yourself to be disabled in any way?

Yes No

If yes, please tell us how it affects you

It affects my mobility

It affects my vision

It affects my hearing

It affects me in another way (please state below)

Thank you for your comments, please return your completed form to:
Assistant Principal - Quality and Professional Development , Stourbridge College,
Hagley Road, Stourbridge, West Midlands, DY8 1QU