



**English  
Path**

info@englishpath.com  
www.englishpath.com  
891 Greenford Road, London, UB6 0HE  
+44 (0) 207 539 3548

## **Student Complaints Procedure: Stage 2 Formal Complaint**

### **Formal Complaints Form**

You need to complete this form to lodge a **Stage 2 formal complaint**. You should only make a Stage 2 formal complaint after you have tried to resolve the issue or issues that have caused you concern by informal means. You should submit the completed Complaints Form to the Student Services Officer at your school.

Please ensure that you complete every part of this form. We will acknowledge your complaint within 24 hours and normally, you should expect to receive a formal response to your complaint within **48 hours** of submitting the completed Complaints Form. In emergency situations response times are shortened.

If you have any questions or queries, please contact Student Services Officer in the first instance.

#### **1. Student details**

<b>Student Name:</b>		<b>Student ID:</b>	
<b>Programme of Study:</b>		<b>School:</b>	
<b>Email address:</b>		<b>Telephone number:</b>	
<b>Contact address:</b>			

**2. Nature of complaint** (please state clearly and precisely)

**3. Further details of complaint and list of evidence and/or facts which support your complaint**

**4. Indicate how you think the issues which you have raised in your complaint could be resolved to your satisfaction**

**5. Describe how you have tried to resolve your complaint by informal means**

Data Protection Act 1998 By signing this form you are also agreeing to the following: EP will process the information provided by you for the purposes of investigating and resolving your complaint, and for the purposes of monitoring and evaluating the effectiveness of the Complaints procedure. If you do not give your consent by signing this form EP will not be able to progress your complaint.

Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Student Services Officer at EP or email to [info@englishpath.com](mailto:info@englishpath.com).

**Student signature:** .....

**Date:** .....

**For official use only.**

A large, empty rectangular box with a thin black border, occupying the central portion of the page. It is intended for official use, as indicated by the text above it.