

# HAVE WE GOT IT RIGHT?

This form should be used if you wish to comment on particularly good practice, make a suggestion about how to improve a service or make a formal complaint.

Name: (Mr, Ms, Miss, Mrs) .....

Contact Address: .....

Daytime Tel No: ..... Evening Tel No: .....

**Please give full details of your suggestion, comment or complaint:**

*(You may attach another piece of paper if you like)*

**If this is a complaint, you may wish to indicate what you think should be done to put things right:**

**If this is a complaint the college will:-**

- Give you an initial response that explains how we will deal with the matter within five working days
- Investigate your complaint thoroughly
- Keep you up-to-date on progress if an immediate response cannot be given
- Give you a full response within ten working days.

Signature: ..... Date: .....

**Please return this form to: ACCROSS Business Solutions, Freepost BK799, Accrington BB5 2YX**

**COLLEGE USE ONLY: Record of action with dates**

Signature: ..... Date: .....