

# Complaint Form

MC Academy

---

## 1. Personal Details

- **Full Name:** \_\_\_\_\_
  - **Student ID (if applicable):** \_\_\_\_\_
  - **Contact Number:** \_\_\_\_\_
  - **Email Address:** \_\_\_\_\_
  - **Course Name:** \_\_\_\_\_
- 

## 2. Complaint Details

- **Date of Incident:** \_\_\_\_\_
  - **Location (if applicable):** \_\_\_\_\_
  - **Staff Member(s) Involved (if any):** \_\_\_\_\_
- 

## 3. Nature of Complaint

(Please select the relevant category)

- Teaching Quality and Learning Resources
  - Course Content and Structure
  - Facilities and Accommodation
  - Staff Conduct and Behaviour
  - Administrative Processes
  - Other (please specify): \_\_\_\_\_
- 

## 4. Description of Complaint

(Please provide a detailed description of your complaint. Include relevant dates, times, locations, and any individuals involved. Attach additional sheets if necessary.)

---

---

---

---

---

---

## 5. Previous Steps Taken

(If you have already attempted to resolve this issue informally, please describe the steps you have taken and the outcome.)

---

---

---

---

---

---

## 6. Desired Outcome

(Please state what you would like to happen as a result of your complaint.)

---

---

---

---

---

---

## 7. Declaration

I hereby declare that the information provided is true and accurate to the best of my knowledge.

- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

---

## 8. Office Use Only

- **Complaint Received By:** \_\_\_\_\_
- **Date:** \_\_\_\_\_
- **Complaint Reference Number:** \_\_\_\_\_

### Investigation Details:

- **Complaint Officer Assigned:** \_\_\_\_\_
- **Date of Investigation Start:** \_\_\_\_\_
- **Date of Investigation Completion:** \_\_\_\_\_
- **Outcome of Investigation:** \_\_\_\_\_

### Follow-Up Actions:

---

---

---

**Final Resolution Communicated to Complainant:**

- **Date:** \_\_\_\_\_
  - **Method (e.g., email, phone, in-person):** \_\_\_\_\_
- 

**9. Contact Information**

For any questions or further assistance with this form, please contact:

Director of Studies

MC Academy

21-23 Oldham Street, Planetree House, Manchester M1 1JG

**T:** +44 (0)161 236 7575

[dos@themcacademy.co.uk](mailto:dos@themcacademy.co.uk)

---

**Privacy Statement:** Your privacy is important to us. All information provided in this form will be kept confidential and used only for the purpose of addressing your complaint.

---

**Note:** Please submit this form to the administration office or email it to [dos@themcacademy.co.uk](mailto:dos@themcacademy.co.uk)