



Customer Feedback Card

Tell us what we are doing well or what we need to do to improve

Waltham Forest College values feedback from all our students and customers. The feedback you give us will be taken seriously and treated with sensitivity. All feedback received at the College will be used to improve the standard of service we offer you.

Please indicate whether you wish to make a (*please tick as appropriate*):

Complaint

Comment

Compliment

Your Details:

Name: _____

Student Number: _____
(if applicable)

Address: _____

Contact Number: _____

Email: _____

Age: _____

If you are making a complaint, do you consider the nature of your complaint to be discrimination on the grounds of (*please tick as appropriate*);

- | | | | |
|-----------------------------------|-------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Age | <input type="checkbox"/> Disability | <input type="checkbox"/> Gender | <input type="checkbox"/> Race |
| <input type="checkbox"/> Religion | <input type="checkbox"/> Sexuality | <input type="checkbox"/> Harassment | <input type="checkbox"/> Bullying |

Please use this space to explain what it is you want to tell us about.

*Please attach any additional information if you wish to do so. If you are making a complaint, include details of what **you** have done to resolve the complaint, and tell us what **we** can do to resolve the complaint.*

Signature: _____ Date: _____

*Thank you for your feedback. If you are making a complaint, you will receive an acknowledgement within **three working days** and a letter following investigation within **fourteen working days**. Our complaints Policy and Procedures can be found on www.waltham.ac.uk*

Please hand in to Student Services or Reception once completed