

Bury Tuition Centre – Complaints Form

Complainant Details

Full Name: _____

Relationship to Student:

Parent / Guardian

Student

Other (please specify): _____

Contact Number: _____

Email Address: _____

Address (optional): _____

Student Details (if applicable)

Student Name: _____

Date of Birth: _____

Complaint Details

Date of Incident (if applicable): _____

Please provide full details of your complaint:

(Include dates, times, location, and any individuals involved)

Previous Action Taken

Have you already raised this concern informally?

Yes

No

If yes, please provide details (who you spoke to and outcome):

Outcome Sought

What would you like to happen as a result of your complaint?

Supporting Evidence (if applicable)

Please list any supporting documents or evidence:

Safeguarding Concern

Does this complaint relate to the safety or wellbeing of a child?

- Yes
- No

If yes, please provide brief details:

Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Name: _____

Signature: _____

Date: _____

For Office Use Only

Date Received: _____

Received By: _____

Complaint Reference Number: _____

Stage:

- Informal
- Formal
- Escalated

Assigned To: _____

Outcome:

Date Closed: _____

Legal Entity

Bury Tuition Centre is a trading name of North West Education Hub Ltd.