



IRISH COLLEGES TRAINING CENTRE STUDENT COMPLAINT FORM

PART 1: Your Personal Details

Student number									
First name									
Family name									
Contact email									
Address for correspondence	Post code								
Contact number									

PART 2: Your Course details

Course

Current Course

PART 3: Declaration. *(Unsigned forms will not be considered)*

I confirm that I have read and understood the complaints procedure and I understand that ICTC will not accept complaints from third parties or anonymous sources. I understand that ICTC will assess my request on the basis of the information I have submitted. I confirm that the information given on this form and the supporting evidence is true and accurate. I understand that if my complaint is believed to be unreasonable, vexatious or malicious it may lead to disciplinary action being taken against me by ICTC. I understand that ICTC may need to share information with other persons or organisations as part of any investigation to resolve my complaint. By signing this form I authorise ICTC to investigate my complaint.

Signature **Date.....**

Send your completed request form along with your evidence to: **Complaints and Appeals, Irish Colleges Training Centre, University Business Complex, Castletroy, Limerick.**

PART 4: Subject of your Complaint

PART 5: The Grounds for your complaint.

You must clearly state the nature of your complaint and how this affected you

PART 6: The nature of the remedy sought

You must clearly state what reasonable actions you would like the University to consider if your complaint were to be upheld.

Please note that if you have not completed all parts of the form, this will delay the consideration of your complaint and will mean it is more likely to be declined.

When you are ready to submit your complaint and have completed the form in full, please send the form along with all of the evidence that you wish to be taken into consideration to:

Complaints and Appeals, Irish Colleges Training Centre, University Business Complex, Castletroy, Limerick.

Remember that your complaint must be made within 20 working days of the matter which is the subject of the complaint