



Student Complaint Form 2019

This form is for use of Student Complaints. Before completing this form, you are strongly encouraged to read the following documents:

- **Student code of Conduct**

Before completing this form, you should have attempted to resolve your complaint under through early resolution with Training Wing or Mission Motorsport Head Quarters (MMHQ) or where the issue(s) arose.

It is preferred that you submit your Complaint Form in typed format, although the form can be downloaded and handwritten if necessary. The form can be submitted via email, post or hand delivered (please see last page for details). If submitting this form via email, please remember to attach any documentary evidence. If submitting in paper format please attach any documentary evidence on separate sheet(s), clearly labelled. Please note that documents supplied as part of your Complaint will not be returned. You should complete all relevant sections as any omissions may result in a delay with your Complaint being processed.

Stages of Complaints

Stage 1 **Enquiry** - Student to Admin

Stage 2 **Appeal**- Student-Instructor- MMHQ

Stage 3 **Independent Appeals Board** -Student-Instructor -MMHQ – IMI/ City & Guilds

These are internal stages until stage 3

These forms can be found

<https://tide.theimi.org.uk/about-imi/imi-policy-and-campaigns/imi-complaints-process>

<https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/appeals>



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1. PERSONAL DETAILS

Name:

Please provide the full name as stated on membership form

Date of Birth:

Address for Correspondence:

This is the address that MMHQ will use to communicate with you regarding your Complaint.

Telephone Number:

Please provide the best number to contact you on.

Contact Email Address:

Disability or Learning Difficulty:

Should you have any specific requirements relating to a disability or specific learning difficulty please indicate any adjustments you feel you need to access this process.

Course:

NVQ Level 3 Light Vehicle Maintenance and Repair

2. EARLY RESOLUTION

Have you tried to resolve this Complaint using early resolution?

The objective of this approach is to deal with a complaint when it is still relatively minor, thereby preventing small issues from becoming unnecessarily complex. If the matter is not amenable to early resolution, if it cannot be handled in a timely manner, or requires formal investigation, for example, then the complaint can be re-assessed and handled by one of the management team at MMHQ.

Yes No (please go to Section 3)

With whom?

When was this?

Please explain why you are not satisfied with the response you have received (please attach copies of any relevant documentation):



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3.NATURE OF YOUR COMPLAINT

Please outline your Complaint in as much detail as possible:

Please list all the documents that you are attaching to support your Complaint:

4.INVOLVEMENT OF AN ADVISER

If you have sought advice, please state the name of the person who provided you with advice:

If you give permission by Mission Motorsport to discuss your case with the above person, please indicate below:



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Yes No

5.PRIVACY NOTICE AND DECLARATION

Any Personal Data provided by you in this Application Form or as an attachment will be processed by MMHQ for the purposes of logging, coordinating, progressing and facilitating resolution of the matter(s) complained about. MMHQ will only process your Personal Data (which may include sharing Personal Data with staff and or Panels within Departments/Collaborative Partners or requesting information from them) to the extent necessary to enable the proper administration of your case.

If you have submitted information regarding your health and wellbeing, including details of any disability or learning difficulty, as part of your Application, this is classed as 'Special Category Data', and we are required to obtain your express consent to process this information. You are able to withdraw your consent to Mission Motorsport processing your Special Category Data at any time. For further information regarding how your Personal Data will be used please refer to the Mission Motorsport Privacy Policy for Students which can be found on the Legal Statements on SharePoint:

I declare that:

- the information provided on this Application form and any accompanying documentation is true to the best of my knowledge;
- I have read and understood Mission Motorsport Privacy Notice for Students and I agree to the processing of my Personal Data as set out above and as provided for in the Privacy Notice, including Special Category Data;
- where I have submitted Personal Data regarding a third party, I have obtained written consent from that individual to share their Personal Data and have provided this with my Application or I have anonymised the Personal Data.

Signed:

Date:



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CHECKLIST

Before returning this form, you are advised to check the following:

- you have read and understood the Student Complaints Policy and Procedure in particular the Privacy Notice and Declaration.
- you have completed all relevant fields on this Application Form.
- you have fully and clearly stated what would be a satisfactory outcome.
- you have identified whether you have any specific requirements relating to a disability or specific learning difficulty (should you wish to discuss your requirements please contact Training Wing Instructors).
- you have clearly labelled any accompanying sheets.
- you have included all relevant documentary evidence to support your Complaint.
- where you have submitted Personal Data regarding a third party you have obtained written consent from that individual to share their Personal Data and have provided this with your Application, or you have anonymised the Personal Data;
- you have signed and dated your Application Form (*if submitting electronically this is not necessary*).

TO SUBMIT YOUR COMPLAINT

Email: Training@Missionmotorsport.org