

Copies of this form are available from:

- Any College Reception, Library or LDC
- The Customer Services Office (Tel: 0121 694 6187)
- The College Website www.sbc.ac.uk

THIS SECTION IS FOR COLLEGE USE ONLY

Responsible manager:

Summary of response given to customer: (please attach a copy of letter sent or summarise content of discussion)

Details of any longer-term action needed: (eg assess likelihood of problem re-occurring, review procedure, brief other staff, etc)

Signature:

Date:

PLEASE RETURN A COPY OF THIS FORM TO THE CS OFFICE BY: ___/___/_____

Received CSO:

Signature:

Date: ___/___/_____

Written response:

Initial:

Date: ___/___/_____

Escalated to:
(SMT)

Date: ___/___/_____

CLOSED

Signature:
Head of CS

Date: ___/___/_____

FORM NO.

What do you think of us?

The college welcomes your comments, complaints or compliments.

Please assist us to evaluate and improve the service we provide by:

- Speaking in person to the appropriate manager.
Reception staff will help you contact the right person.
OR
- Completing this form and handing it in at any college reception or returning it to us at the **FREEPOST** address overleaf.
OR
- Emailing your comments to us at feedback@sbac.ac.uk
OR
- Telephoning us on **0121 694 6187**.

We will pass on your comments, complaints or request to the appropriate college manager to deal with. You will receive a full reply within 10 working days or details of progress and timescales for a further response. We will also publicise - if appropriate - any changes made as a result of your comments.

Information contained within this document will be processed in accordance with the Data Protection Act 1988. You have a right to access any personal data that the college holds on you. For details of how to request this access you should consult the college's Data Protection Policy which is available on the college intranet, or contact the College's Data protection controller, by emailing datacontroller@sbac.ac.uk.



South Birmingham
College

Please use this space for your comments/complaints/compliments:

(Please continue on a separate sheet if necessary)

How do you think the college can improve its service?

Are you?

A student A member of staff A member of the public

If you are a student or a member of staff, please indicate which centre and department you are in:

Ethnicity

Please tick the appropriate boxes below.
The information is for monitoring purposes only:

| | | | |
|----------------------------|--------------------------|----------------------------|--------------------------|
| Bangladeshi | <input type="checkbox"/> | White & Asian | <input type="checkbox"/> |
| Indian | <input type="checkbox"/> | White & Black African | <input type="checkbox"/> |
| Pakistani | <input type="checkbox"/> | White & Black Caribbean | <input type="checkbox"/> |
| Any other Asian background | <input type="checkbox"/> | Any other Mixed background | <input type="checkbox"/> |
| African | <input type="checkbox"/> | White - British | <input type="checkbox"/> |
| Caribbean | <input type="checkbox"/> | White - Irish | <input type="checkbox"/> |
| Any other Black background | <input type="checkbox"/> | Any other White background | <input type="checkbox"/> |
| Chinese | <input type="checkbox"/> | Would prefer not to say | <input type="checkbox"/> |
| Any other ethnic group | <input type="checkbox"/> | | |

Are you:

Female Male

Do you have a disability?

Yes No

Please complete the sections below if you would like to receive a response to your comments/complaints:

| |
|------------|
| Your Name: |
| Address: |
| Postcode: |
| Tel. No: |
| Email: |

How would you like us to contact you?

Letter Phone call Email

Thank you for taking time to complete this form.
Please hand it in now to any college reception or post it to:

Head of Customer Services, South Birmingham College
FREEPOST (NO STAMP REQUIRED) Birmingham B28 8BR