

SEO Reference Number:



## CUSTOMER COMPLAINT FORM

This form is to be completed for all Customer complaints, complaints will be dealt with following the Customer Complaints Procedure and should be sent to

Standards and Enhancement Office, Deane Road, Bolton BL3 5AB      Email: [SEO@bolton.ac.uk](mailto:SEO@bolton.ac.uk)

Please indicate below, without prejudice, what outcome or further action you are expecting. The University can only consider outcomes which are reasonable and which are allowed by the University's Regulations, Policies and Procedures.

Element of complaint	What outcome are you hoping for?

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of School or Professional Services Unit involved.

Following section of form to be completed by relevant University staff

To be completed by SEO

Date form received by SEO:	Date form acknowledged:
Date form sent to Head of School/Professional Service:	SEO Officer:

Head of School/Professional Service

Details (and date) of person appointed to investigate:
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Date investigation was