| **WEA Concern/ Complaints Form** | | | |
| --- | --- | --- | --- |
| **Please complete and email to** [**learnersupport@wea.ac.uk**](mailto:learnersupport@wea.ac.uk) **who will acknowledge receipt and explain what action will be taken.** | | | |
| **Your name** | |  | |
| **Student ID number (If known)** | |  | |
| **Address** | |  | |
| **Postcode** | |  | |
| **Preferred contact number:** | |  | |
| **Email** | |  | |
| **Course name** (Where relevant) | |  | |
| **Course ID** (Where relevant) | |  | |
| **Course Delivery** (Where relevant) | | * Online * Classroom * Other | |
| **Please give details of your concern or complaint, including whether you have spoken to anybody at the WEA about it.** | | | |
|  | | | |
| **Please state the date of the incident relating to your concern/ complaint** | | | |
|  | | | |
| **What actions do you feel might resolve the problem at this stage?** | | | |
|  | | | |
| **Are you attaching any evidence? If so, please give details.** | | | |
|  | | | |
| **Signature:** |  | | |
| **Date:** |  | | |
| Send completed forms to Email [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk) (The team will forward this form to the relevant member of staff). | | | |
| **WEA Official use** | | | |
| **Date acknowledgement received:** | | |  |
| **By who:** | | |  |
| **Complaint referred to:** | | |  |
| **Date:** | | |  |
| Updated August 2024 | | | |