



## COMPLAINT FORM

### 1 Institution details

I would like to make a formal complaint to Barbados Accreditation Council about

..... (name of education or training institution)

Address:

My relationship to the education or training institution is ..... (e.g. student, staff member). Please give details of your position and/or any **relevant** programmes you are or have been enrolled on (if applicable):

### 2 Your details

**(Please note: you must provide this information before Barbados Accreditation Council can consider your complaint. If you wish your name to be confidential, indicate this in Section 6)**

Name(s) of complainant:

Contact details: (if the complaint is from a group, please provide details for one key contact person only)

Postal address:

Phone number:

Email address:

### 3 Type of complaint

Please tick the main type(s) of issue(s) your complaint relates to:

Course information, publicity or advertising material		Entry and selection procedures		Enrolment procedures	
Cost information or procedures relating to financial matters		Staff qualifications or skills		Student support and guidance	
Programme content		Programme delivery		Programme structure	
Equipment and teaching resources		Assessment information and processes		Other (please give details below)	

### 4 Complaint details

Write the details of your complaint as **clearly** as possible below. Try to give **specific examples** that support your complaint and provide **facts** such as **dates, times** and **places**. Use extra pages if necessary and remember to clearly mark what the information relates to.

<p><b>5 Supporting Documents</b></p> <p>Please <b>attach</b> any documents that support your complaint and <b>list</b> these below.</p> <p>You must include <b>a copy of your original complaint</b> to the institution.</p> <p>Depending on the nature of your complaint you should include copies of the institution's response, other correspondence, notes from meetings, publicity material, invoices etc.</p> <p>Use extra pages if necessary and remember to clearly mark what the information relates to.</p>	<p>BAC use only</p>

<p><b>6 Authorisation</b></p> <p>You <b>must</b> sign this in order for the Barbados Accreditation Council to consider your complaint. Please tick the relevant boxes below.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> I confirm that <b>I have attempted to follow the internal complaints procedure</b> of the institution and have given the institution the opportunity to resolve my complaint before lodging this complaint with the Barbados Accreditation Council. (This only applies if the complainant is a student.)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> I authorise the BAC to inform the institution of my name(s)</p> <p>I authorise the BAC to proceed with investigating my complaint.</p> <p>Name: _____ Signature: _____  <i>Print clearly</i></p> <p>Date: _____</p>
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Please submit the completed form and other evidence to:

The Executive Director  
 Barbados Accreditation Council  
 123 A&B Plaza Centrale  
 Roebuck Street  
 St. Michael, BB 11080  
 Barbados, W. I.

**For further information contact:**

**The Barbados Accreditation Council  
123 A & B “Plaza Centrale”  
Roebuck Street  
St. Michael, BB 11080  
Barbados, W.I.  
Tel: (246) 436-9094  
Fax: (246) 429-9233  
Email: [info@bac.gov.bb](mailto:info@bac.gov.bb)  
Website: [www.bac.gov.bb](http://www.bac.gov.bb)**