

CUSTOMER COMPLIMENTS FORM

If we have done something well, we value and appreciate your positive feedback. If you would like us to acknowledge your compliment, please provide either an email or postal address. If you provide both an email and postal address, we may contact you via either method.

If you require assistance with submitting a compliment please speak to staff at Reception or Student Services or email compliments@swc.ac.uk. This form should be returned to the:

Risk and Compliance Officer SWC, Burn Road, Cookstown BT80 8DN or emailed to compliments@swc.ac.uk

Title:	Miss / Mr / Mrs / Ms/Other:
Name:	
Contact Address:	Telephone Number
Email:	
Course (if applicable)	
Student ID (if applicable)	
Status (please tick which of the following applies. You are:	<input type="checkbox"/> A student (up to and including Level 3) <input type="checkbox"/> A student (Level 4 and above) <input type="checkbox"/> Parent or Guardian <input type="checkbox"/> Member of the Public <input type="checkbox"/> Employer <input type="checkbox"/> Organisation
Details of Compliment: Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved if known. You may attach additional sheets if necessary.	

PRIVACY NOTICE: Information gathered on this form will be processed within the provisions of the General Data Protection Regulations and used for the purpose of recording your compliment. The College is permitted to process personal data where there is a "lawful basis" to do so. This processing is necessary for the performance of a public task or in the exercise of official authority vested in the College as a Data Controller. Your information may be shared with relevant College staff for the purpose of recording your compliment. Your information may be shared with authorised third parties such as NIPSO, legal professionals where there is lawful bass to do so. For further guidance on how we hold your information please visit the Privacy Notice at [Link to Privacy Notice at www.swc.ac.uk/discover/public-information/data-protection](http://www.swc.ac.uk/discover/public-information/data-protection)

Please circle your response below:

I agree to be contacted by any method provided on this form in respect of my compliment Yes/No

I realise if I choose not to agree to these terms, the College will not be able to record my compliment Yes/No

Signed: _____ **Date:** _____

<u>Office Use Only</u>
Date Received:
Date Acknowledged:
Received By:
Responsible Owner: