



# Complaint Form

## Your details

Name

Address

Registered centre

Position

Tutor/candidate/other (please give details)

Telephone:

Email:

## Details of the person who is the subject of the complaint (if applicable)

Name

Address

Registered centre

Your position

Tutor/candidate/other (please give details)

## Your complaint

**1. Provide a precise statement of the nature of the complaint.**  
Please give factual evidence eg names of witnesses, dates, times, supporting statements etc. Add extra sheets if necessary.

<p><b>3. What informal steps have you already taken to resolve the issue?</b> Please give the names of people you have approached for help and say what the outcome was.</p>	
<p><b>2. Please provide a clear summary of the facts surrounding the complaint.</b> Please include a timeline and give qualification titles and candidate learner numbers etc if appropriate.</p>	
<p><b>4. Please attach copies of any documents that may support the complaint.</b> Please list supporting documents here.</p>	
<p><b>5. If the complaint is upheld, what remedy would be acceptable to you?</b></p>	

If the complaint is against a centre or its staff, please also complete sections 6 and 7.

**6. Provide an account of the centre's handling of the complaint.** Please include as many details as possible such as dates, names of staff contacted etc.

**7. What was the final outcome of the centre's handling of the complaint?**

**Signed**

**Date**

Please use this space to add any further information relevant to your complaint

