

COMPLAINTS FORM

To be filled out by the Student and submitted to the General Manager by post or email.

Student Name:	Student Number:
Telephone:	Date of Incident:
Course:	Type of Incident: Complaint <input type="checkbox"/>
Please describe the matter that you want to raise as a complaint	
Complaint Resolution- Please answer the Q's below then describe efforts made to resolve the issue around the complaint following our procedures:	
Have you discussed this with the person involved or the relevant member of staff or the trainer?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Where that is not appropriate or not effective, the complaint can be discussed with the General Manager or Director of Education. Have you done this?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you are filling in this form, does this mean you are not satisfied with the suggested resolution?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Please explain:	
Student Signature:	Date:

For Office Use Only

Follow up		Date CIR	
Continuous Improvement Request Raised: <input type="checkbox"/> Yes <input type="checkbox"/> No		Raised:	
CIR Raised by:		Note: Please attach completed form and any other supporting evidence and submit with CIR to the General Manager within 24 hours.	
Signed:		Date:	
CIR Received by the General Manager <input type="checkbox"/> Yes <input type="checkbox"/> No		Allocated CIR No.:	
Our policy is to keep a register of complaints and appeals and report these to management meetings.			
Signature of the General Manager:		Date:	