**COMPLAINTS & APPEALS FORM**

|  |
| --- |
| Learner Name:       Date: |
| Complaint  Appeal |

**Section 1**

Provide full details of complaint or appeal (i.e. assessment, date, time, place, people involved, background information, etc.)

**Section 2**

What outcome(s) are you seeking from this complaint / appeal?

To be signed by learner that the information provided is true and accurate

Signed: Date:



**Section 3**

Action(s) to be taken to resolve complaint or appeal:

Who:

When:

**Section 4**

Outcome(s) from action(s) taken:

Was the complaint or appeal resolved Yes  No

If No, detail any follow up actions

**Section 5**

Detail date and how the learner was advised of the outcome(s) from this complaint / appeal?

When the complaint or appeal has been resolved, or no further action is needed or can be taken, this complaint or appeal must be signed by the learner to indicate that they have been advised of the outcome(s), and by the Training Manager to state that the learner has been informed.

**Learner**

Signed:



Date:

**Operations Manager**

Signed:



Date: