

Complaints and Appeals Form

About this Form

This form should be used to make a formal complaint or appeal about any aspect of the services provided to you by us or about our staff, another learner or a third-party providing services on our behalf.

You may also use this form to dispute a decision (including assessment outcome).

Please include as much information as possible about your complaint or appeal as this will help us to resolve your complaint or appeal more efficiently.

Your Details

Name	
Address	
Email	
Phone	

Complaint or Appeal Details

Please describe your complaint or appeal, including as much information as possible including relevant dates and persons involved. Attach any supporting evidence and reference them in your description.

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What would you like the outcome of this complaint or appeal to be?

Can we improve our system to avoid these situations in the future?

Declaration

I declare that the information provided by me to the best of my knowledge is accurate and truthful and can be used to investigate the complaint or appeal.

Signature	
Date	

Please submit this form to our office in person, email or by post.