

# Complaints Procedure Form

## Formal complaint

Please complete this form and return to the Quality Assurance Manager.

## Stage 1: Informal Complaint

Have you talked through the issue with a member of staff?

If "yes", and you are not satisfied with the outcome, then complete this form (if you need support, then please ask a member of staff).

If "no", then please talk through the issue with a member of staff first. We would hope to resolve your issue at this point.

## Stage 2: Formal Complaint

What is the reason for the complaint? What is the action or loss of service that has adversely impacted on you?

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When did this happen?

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Who was involved?

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What do you hope the outcome will be?

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**EMPENTIS**  
TRAINING SOLUTIONS

**Name of Person  
Complaining:**

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**Date making  
complaint:**

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**Signed:**

.....

**Date:**

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