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| Date received by Learner Support Officer |  |
| Date written acknowledgement sent (Email or Letter) |  |
| Date of Resolution |  |

# Learner Complaint Form

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| Learner’s Name: Home Address:Contact Telephone Number (Mobile / Landline): Email Address:Tutor’s Name: Course Title: |

Details of your complaint:
(Please give as much detail as you can and continue on a separate sheet if you need to)

Action taken:

(What action have you taken so far to solve the problem, and what response have you had?)

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| Signed: Date:Hand this completed form to our Learning Support Officer. If you need help completing this form please contact or speak to our Learning Support Officer.  |

# Learner’s Complaint Procedure

There are two stages to the complaints procedure:

Informal Stage
You should discuss your complaint informally with your Tutor. You may also discuss your complaint with the Learning Support Officer who can advise and support you through the stages of your complaint. If the complaint is one that they are unable to help resolve directly, they will refer the matter to a more appropriate person who should be able to assist.

Formal Stage
If you have tried to resolve the problem informally but are not satisfied with the outcome, you may make a formal, written complaint. You may either put your complaint in writing by letter or Email, or use Pages 1 and 2 of this form. Please respond to the questions in this form in as much detail as you can and include details of any discussions or actions which have already been taken, by us or you, to try and resolve the complaint (use a separate sheet if you need to). The more information you can provide at this stage, the quicker we may be able to resolve your complaint. The Learning Support Officer can Email this Form to you electronically as a Word document if you would prefer to type rather than handwrite your responses.

Your completed form, letter or Email should be handed or sent to our Learning Support Officer. The Learning Support Officer will send a letter or EMail to acknowledge your complaint within three working days of receiving it. This response will tell you who will be dealing with your complaint. Your complaint will be dealt with as quickly as possible but the time taken will depend on the nature of the complaint and what needs to be done to investigate it. The person investigating the complaint will keep you informed at reasonable intervals and ask you for further information if necessary. We may speak to other Tutors, staff or other Learners as part of our investigation procedure dependent upon the nature of the complaint and whether, in our reasonable opinion, witness statements are appropriate.

We will inform you in writing of the outcome of the complaint and what, if any, action is deemed appropriate.

**Appeal Procedure**

If you are not satisfied with the outcome of your complaint, please notify the Managing Director within 1 week of you receiving notification in writing of the outcome. You may be required to attend a meeting with the MD or their representative.