

**CONFIDENTIAL  
COMPLAINTS FORM**

Any candidate, tutor, internal verifier or member organisation wishing to make a complaint about any appropriate aspect of the centre's operation may discuss this informally with the Family and Community Learning Manager

If the complaint remains unresolved, after this informal discussion, the complainant **MUST** complete this complaints form.

<b>Summary of the issue</b> (this should include details of the complaint with <b>dates</b> and <b>names</b> of those involved and actions taken to resolve the issues)	
<b>Complainant's name</b>	
<b>Date of informal discussion with the Family and Community Learning Manager</b>	
<b>Date of completion of this form</b>	

This information should be protected by all parties. It must be passed on to the Family and Community Learning Manager and thence to those directly involved. The complainant should keep a completed copy of this form.