P9 S13 C1a Complaint Form - Event Level



Prior to submitting this form, please ensure that you read the **P9 S13 Complaints Policy & Procedure** and associated documents, and that you have sought to resolve your complaint informally in the first instance. If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint.

Section 1: To be completed by complainant		PLEASE USE BLOCK CAPITALS		
First Name:		Surname:		
Email:			Mobile:	
Course Title:				
Tutor(s)				
Date of Incident				
Section 2: Complain	nt			
Nature of the comp	plaint			
	If you require more space plea	se continue on a	dditional pape	and attach to the complaint

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Sec	tion 3: Previous Action	
	In an attempt to resolve my complaint locally I have already communicated with the following people:	
_	This is what happened and why it did not resolve my complaint:	
Sec	tion 4: Resolution – Complainants View	
	Please describe how you feel your complaint would best be resolved:	

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Section 5: Confirm	nation			
Please sign be	low to confirm:			
0	That you have already tried to resolve the matter informally			
0	That you have submitted all relevant information/supporting documentation relevant to your complaint			
0	That you have read and understood the Student Complaint Policy and Procedure, and that the information you have provided is factually correct			
0	That you understand the information will be disclosed to the person/s against whom you have made a complaint, and may be provided to others, along with the recipient of the form. Disclosure will be to those with a legitimate access requirement only			
0	That you understand that the outcome of the complaint process is private and confidential			
Signature:	Date:			

ection 6: To be completed by staff member	
Name of staff member dealing with the complaint	
Date complaint was brought to your attention:	
Notes:	

By submitting this Form, you hereby agree that Forus Training may collect, obtain, store and process your personal data that you provide in this form for the purpose of resolving the issue as described in this Form and/or for receiving updates, news, promotional and marketing mails or materials from the Company and/or the associate Company. For the avoidance of doubt, Personal Date includes all data defined within the Personal Data Protection Act 2010 including all data you had disclosed to the Company in this Form.

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