



# CAPITAL 4 TRAINING

## Complaints procedure

### Formal complaint

Please complete this form and return it to the quality assurance officer.

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Name of person complaining

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Date of complaint

### Stage 1 - Informal Complaint

- 1 Have you talked through the issue with a member of staff?
- 2 If yes and you are not satisfied with the outcome, then please complete this form. (If you require assistance, please ask a member of staff).
- 3 If 'no' then please discuss the issue with a member of staff. We hope to resolve the issue at this stage.

### Stage 2 - formal complaint

- 1 what is the reason for this complaint

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- 2 when did the incident occur?

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- 3 who was involved

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- 4 what do you hope the outcome of this complaint will be?

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Signed

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Date