

**ALL ELECTRICAL TRAINING  
COMPLAINTS FORM**

**Address: Harris House, Cawley Hatch, Elizabeth way, Harlow Essex CM19 5AN**

If you intend making a **formal** complaint about the delivery and quality of services received, or about the delivery of teaching/supervisory provision or any other matters relating to a programme of study, you should use this form to put forward your case. Before completing this form please ensure that you have read the All Electrical Training Complaints Procedure. You should expect an acknowledgement within 5 working days and will be informed of the outcome of your complaint in due course.

**This form should be passed onto the Q.C (Colin Harris)**

Please keep a copy of this form for your records, plus any material you submit.

**SECTION A - YOUR DETAILS**

Title .....	Forename(s) .....	Family Name .....
Address .....		
.....		Postcode .....
Course Programme of Study/ .....		
City & Guild course Number (if applicable).....		

**SECTION B – NATURE OF THE COMPLAINT**

Please set out below the main points of your complaint

Use an additional sheet where necessary.

**Continued overleaf .....**

**SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR**

Please outline the steps you have already taken to resolve your complaint *informally*:

With whom was it discussed? ..... Date discussed .....

Name (i.e. Trainer or Q.C) .....

Department(s) .....

If applicable, please give the name of your trainer or other representative, indicating whether or not they are legally qualified.

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Describe the outcome of any action taken so far and explain why you believe that the matter has not yet been resolved.

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**SECTION D - DESIRED OUTCOME**

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

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**SECTION E - DECLARATION**

I believe that the above information is accurate. I confirm that details of this complaint can be passed on to the Head of Service or Department concerned and my adviser or representative (if applicable).

Signature: ..... Date:.....

PLEASE LIST OR ATTACHED ANY DOCUMENTARY EVIDENCE AND MAKE SURE YOU KEEP A COPY (eg any correspondence, list of dates when events occurred or other documentation related to your complaint).

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**FOR OFFICE USE ONLY:**

Acknowledgement sent ..... Reply sent .....

Complaint forwarded to department(s) ..... Response received .....

What action (if any) is now needed? .....