



## **Complaint Form - to be used as per procedure in Complaints & Appeals Policy**

Person Making Complaint:.....

Course: .....

Address: .....

Postcode ..... Ph / Mobile .....

### Details of Complaint

(Complete wherever applicable. If not applicable write 'N/A')

Date: .....Time: ..... Location: .....

Persons Involved (Other than the person notifying):.....

### Details of Complaint

(If the grievance relates to an event, please detail it step-by-step)

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.....

.....



Were there any injuries, or damage to property?    Yes   No

(If 'Yes') Can you describe the injuries or damage?

.....

.....

Were there any witnesses?    Yes   No   (If yes) Names:

Other relevant information

.....

.....

What, if any, particular response or action does the person making the Complaint seek or expect?

.....

.....

What action is proposed by The Academy and would be acceptable to the complainant to resolve the complaint?

.....

.....

(If no mutually acceptable action to resolve the complaint can be agreed upon write 'No Agreement')



The above Statement of Details is a fair and accurate record of our interview.

Complainant.....  
(Signature)

The Academy Representative: .....  
(Signature)

Date: .....

The above action proposed to resolve the complaint is approved.

Authorised Officer:.....  
(Signature)

Position: .....

Date: .....