



**Complaints & Appeals Form continued...**

Have you already discussed the above issues with your Trainer?

- No       Yes (please see below)

Who did you speak with? \_\_\_\_\_

What was the date? \_\_\_\_\_

What was the agreed outcome of your discussion?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What outcome would you like to see from raising this complaint / appeal?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Student: \_\_\_\_\_

Full Name of Student: \_\_\_\_\_

Date of Complaint / Appeal: \_\_\_\_\_



**Office Use Only**

Details of outcome: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Details of outcome given to student:    Date: \_\_\_\_\_    Copy Attached:

What this matter resolved to the satisfaction of both parties?     Yes     No (give details)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed (Student): \_\_\_\_\_    Date: \_\_\_\_\_

Signed (Trainer): \_\_\_\_\_    Date: \_\_\_\_\_

Signed (Training Manager): \_\_\_\_\_    Date: \_\_\_\_\_