

FORMAL COMPLAINTS FORM

1. PERSONAL DETAILS

Title Mr/Mrs/Miss/Ms		Company/ Organisation:	
First name:			
Family name:			
Course:		Date:	
Location:			
Address where you can be contacted over the next ten weeks:	Telephone No.		
	Mobile Number		
	E-mail Address		

Please continue on the reverse of this form if additional space is required for any question.

2. COMPLAINT DETAILS

Please state the nature of your complaint and give further details (use a separate sheet if necessary). Please give exact dates/times and location of incident(s) wherever possible. Retrospective complaints (more than 10 days after the incident) will not be considered.

What documented evidence do you have to support your complaint? Please give details

From your point of view what would be the desired outcome of your complaint?

What prevented the complaint being resolved informally?

Who else have you discussed this complaint with? (e.g. trainer, invigilator, line manager, Beyond the Blue Ltd. employee)
Has advice been given and have you acted on that advice? NB a Formal Complaint will not be considered unless you have tried to solve this problem by other means.

Name

Position

Can you suggest any action which will prevent this situation from recurring?

3. DECLARATION

I declare that the information given in this formal complaints form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I also agree (in accordance with the Data Protection Act) to this form being held on file by Beyond the Blue Limited.

Signed		Date	
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Have you exhausted all other strategies for dealing with this problem?

Completed forms should be sent to:

Complaints Manager
 Beyond the Blue Training & Consultancy
 92 Vegal Crescent
 Englefield Green
 Surrey TW20 0QF

Genuine complaints will receive an acknowledgement to this complaint within 5 working days of it being received by Beyond the Blue Limited.

For administrative use only:

Complaint form sent to:	
Complaint received by:	
DATE	

Only signed hard copies of this form will be considered. Electronic copies are not considered or recognised as true copies and will not be acknowledged.