



### **TRAINED Academy Complaint Form**

Due to the high standards we expect of our staff and the services we provide to our centres we don't believe that we should have dissatisfied customers.

However, should a situation arise whereby you wish to raise a concern about any aspect of TRAINED Academy and or the services TRAINED Academy provide please get in touch with our centre contact – Megan Whitehurst at: [megantrainedacademy@gmail.com](mailto:megantrainedacademy@gmail.com) or telephone 07557 766 215

Alternatively please complete this complaint form and return, using the email address above, to the TRAINED Academy complaints coordinator, who will acknowledge receipt and explain what action will be taken.

Name:

Are you:

Learner  Centre contact  Tutor  Assessor  Internal verifier

Other (*please state*)

Contact Details:

Telephone:

Email address:

Name of Centre:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint?  
(Whom did you speak to, when and what was the response?)

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork, if so, please give details;

Signature:

Date:

FOR TRAINED ACADEMY office use