



Complaint Procedure

If the complaint cannot be resolved informally to the satisfaction of a learner, or if a learner feels that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Complaints Form set out below.

A learner should provide a detailed account of their grievance. Train in health and safety will write to the learner to acknowledge receipt of the complaint within 10 working days of receipt of the complaint and outline the course of action to be taken.

Train in health and safety will carry out an investigation and will write to the learner within 20 working days of the date of the acknowledgement of receipt with the findings and a decision as to whether the complaint was justified.

Learner Complaints Form

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Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date of event	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary

Learner's signature		Date	
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Please return this form to:

320 B, Biz Space off M25, Ability House, 121 Brooker Rd, London, Waltham Abbey EN9 1JH, United Kingdom