



## CLIENT COMPLAINT FORM

The Institute welcomes feedback from clients about any aspect of our services. If you have a concern or complaint about our services you can discuss this with a staff member who may be able to resolve your complaint quickly. If you don't want to do this you may complete this form and the matter will be dealt with through the Institute's Client Complaint Procedure.

More information about the Complaint Procedure is available from the Institute and, if you request, a staff member can help you to complete this form.

Your Details:

Are you a: Visitor Student

Name: \_\_\_\_\_

Course enrolled in: \_\_\_\_\_

Contact Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please provide details of your complaint such as where, when it occurred and who was involved (please attach extra sheets if required):

What steps have you taken to try to resolve the complaint?

How would you suggest the complaint be resolved?

