



## COMPLAINTS FORM

<b>Centre Name</b>	
<b>Learner Name</b>	
<b>CIBTAC Learner Number (if applicable)</b>	
<b>Contact Details</b>	
<b>Daytime Telephone Number</b>	
<b>Date Complaint Submitted to Centre</b>	
<p>Please submit evidence of the following:</p> <ol style="list-style-type: none"> <li>1. The results of the outcome of the complaint to your Centre (it would not be appropriate for CIBTAC to enter into correspondence until you have fully exhausted the Centre complaints policy) - mandatory for Learners</li> <li>2. Evidence to support your complaint - mandatory for Learners and Centres</li> <li>3. A statement outlining why you are unhappy with the outcome of the Complaint to the centre and all relevant evidence to support the escalation of your Complaint to CIBTAC – mandatory for all</li> </ol> <p>For example:</p> <ul style="list-style-type: none"> <li>• Relevant assessment outcomes</li> <li>• Statements from Lecturer's where appropriate</li> <li>• Statements from colleagues where appropriate</li> <li>• Statements from clients where appropriate</li> </ul> <p>Please attach this form to the front of your documents when submitting by mail or complete electronically and attach it to the email with all supporting evidence</p> <p>NB:- CIBTAC is unable to process the complaint without the evidence listed above</p>	
<b>Complaint Submitted By - Name:</b>	
<b>Complaint Submitted By - Signature:</b>	
<b>Date:</b>	