

## CableCom Training Ltd - Record of Complaint

If you wish to make a formal complaint please complete this form, or ask someone to complete on your behalf, and either send or hand in to the main Centre Admin Manager or Reception. The complaint will be acknowledged by the Managing Director within 3 working days, and deal with it within a further 2 working days.

**Name and Complainant Address:**

**Telephone No:**

**E-mail:**

**Course programme, course or qualification:**

**Date:**

**Nature of complaint: (tick as appropriate)**

Accommodation	Learning Environment	Security	Catering	Course Materials or Equipment
Enrolment	Induction	Course fees or Certification	Bullying or Harassment	CISCO Lab facilities
Course Content	Teaching quality	Tutorials	Health & Safety	Course closure
Other students	Additional support	Staff	Support Services	Other (please specify)

**Are there equal opportunities issues associated with your complaint? If so please specify:**

Disability	Gender	Religion	Age	Ethnicity
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Details of the Complaint & what you would like us to do about it (please use additional pages if necessary)

Please sign below if you are the person completing this on behalf of the complainant:

Signature: Name in capitals:

Date & Contact details:

For use by Managing Director:

Date logged and acknowledgement letter sent to complainant:

Date action taken:

Date complainant informed of outcome:

Equal opportunity action taken: Yes / Not applicable: