**Part A**

|  |
| --- |
| **Complainants Details** |
| Name | Click or tap here to enter text. | Date | Click or tap to enter a date. |
| Address | Click or tap here to enter text. |
| City | Click or tap here to enter text. | Postcode | Click or tap here to enter text. |
| Tel No. | Click or tap here to enter text. | Mobile No. | Click or tap here to enter text. |
| E-mail | Click or tap here to enter text. |
| Role *(Please tick)* | Commercial Learner | [ ]  | Apprentice | [ ]  | Employer | [ ]  | Other *(Please state)*Click or tap here to enter text. | [ ]  |
|  |
| **Complaint Details** |
| *lease use the space below to record your complaint including an account of the informal complaint you made verbally* |
| Click or tap here to enter text. |
| Signature: Click or tap here to enter text.Date: Click or tap to enter a date. | **Please note**1. By signing, you are agreeing that the information contained within this form is a true and accurate account of your complaint.
2. An e-mail address will be accepted as your signature it this form is completed electronically
 |

**Part B**

|  |
| --- |
| **Response** |
| Staff Name: | Click or tap here to enter text. | Area Manager Name | Click or tap here to enter text. |
| *Please use the space below to record the discussion between the H&S, Quality and Compliance Manager and the Manager responsible for the area in which the complaint was made* |
| Click or tap here to enter text. |
|  |
| **Actions** |
| No. | Action | Owner Initials | Target Date |
| 1 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 2 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 3 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 4 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 5 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 6 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 7 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| 8 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap to enter a date. |
| Notes |
| Click or tap here to enter text. |
| SETA Staff Name: Click or tap here to enter text.Position: Click or tap here to enter text.Signature: Click or tap here to enter text.Date: Click or tap to enter a date. | **Please note**1. By signing, you are agreeing that the information contained within this form is a true and accurate account of your complaint.
2. An e-mail address will be accepted as your signature it this form is completed electronically
 |