**Complaints Procedure - Formal Complaint Form (Stage One)**

Before completing the form, please ensure that you have read LD Trainings Complaints Procedure.

 Completed forms and any supporting evidence should be emailed to complaints@ldtraining.ac.uk.

**Section A – Your Details**

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| **Title (e.g. Mr, Mrs, Ms, other)**  |  |
| **Email address**  |  |
| **Telephone Number**  |  |
| **Student ID Number**  |  |
| **Year of Programme**  |  |
| **Full Programme Title**  |  |
| **Programme Type (FT or PT)**  |  |
| **Student Status**  | Current / Withdrawn / Graduated / Apprentice (Delete as appropriate)  |
| **Date of Graduation / Withdrawal (if applicable)**  |  |

**Section B**

1. Please outline the nature of your complaint.

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1. Please clearly explain what steps, if any, have been taken to resolve your complaint informally.

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1. Please explain why the outcome of the informal procedure (if utilised) was not considered appropriate or satisfactory.

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 **Section C – Your Information**

 LD Training will use the information provided on this form to investigate your complaint. The details will be provided only to those teams within LD Training as necessary to conduct a thorough investigation.

 Please submit your formal complaint form (signed and dated) and any supporting documentation by email to complaints@ldtraining.ac.uk.

**Signed** …………………………………………………………………….. **Dated** ……………………………..