

## **Model Complaint Form**

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else, please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a student, we will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

### **A Your details**

|                                |  |
|--------------------------------|--|
| Surname                        |  |
| Forename(s)                    |  |
| Title:<br>Mr/Mrs/Miss/Ms/other |  |
| Address                        |  |
| Postcode                       |  |
| Daytime telephone number       |  |
| Mobile telephone number        |  |
| Email address                  |  |

How would you prefer us to contact you?

### **B If you are making a complaint on behalf of someone else, what are their details?**

|                                                 |  |
|-------------------------------------------------|--|
| Their name in full                              |  |
| Address                                         |  |
| Postcode                                        |  |
| What is your relationship to them               |  |
| Why are you making a complaint on their behalf? |  |

**C About your complaint (continue answers on separate sheets of paper if necessary)**

Name of place you are complaining about – Pathways Learning

What do you think they did wrong or did not do?

Describe how you have been affected.

When did you first become aware of the problem?

If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before?

What do you think should be done to make matters right?

Have you already put your complaint to a member of staff?  
If so, please give brief details about how and when you did so.

**Signature of complainant:**

**Date:**

**Signature if you are making a complaint on behalf of someone else:**

**Signature:**

**Date:**

Please send this form and any other documents to support your complaint to:-

**Mr Darren Martin/Mrs Alison Matthias**  
**Pathways Learning**  
**Unit 12, Mold Business Park**  
**Mold**  
**Flintshire**  
**CH7 1XP**