



Focus Fitness UK Complaint and Appeals Form

Learner Name	
Employee Number	
Programme Description	
Tutor / Assessor Name	
Programme Delivery Site	
Telephone Number	
Personal Telephone Number	
Email address	

Nature of Complaint/Appeal:

Action already taken:

Policy title:	Complaint & Appeals Form
Version:	Two
Sponsor:	Dana Gunpath
Owner:	Mac Cleves – Quality Manager
Date:	8 th May 2018
Next review:	7 th May 2019

Name (Print)	
Signed	
Date	

Complaints

If you are not satisfied with the way your assessment is progressing or being conducted you should firstly let your tutor/assessor know. If there is no improvement, discuss it with your Internal Quality Assurer and, if you feel it still necessary, please complete the complaints form. You should send it to Quality Manager.

If, after hearing the result of your complaint, you are still dissatisfied you can appeal against the outcome.

Appeal

Complete the above form, deleting Complaints. After your appeal has been heard, you will be informed by the Quality Manager of the outcome.

In very rare cases, where you believe your case has not dealt appropriately with your appeal, you may bring the matter to the attention of the Awarding organisation via the Focus Fitness UK Head Office.

Do, however, remember that at each Quality Consultant visit the centre has to discuss any complaints/appeals they are dealing with so they may well have already received advice on this matter.

We are committed to reviewing our policy and good practice annually.

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