



## LEARNER FORMAL COMPLAINT FORM

### LEARNER INFORMATION

Name:		Identification Number:	
Mailing Address:			
Contact Number:		Email Address:	
<p>Please use this form to submit a formal complaint to the organization. It is intended to help you define what the problem is and tell us what you have done to try and resolve it.</p> <p>After you submit this form, we will acknowledge this in writing within 7 working days. Your complaint will be referred to the relevant department within the organization. A record of all actions will be kept. All complaints will be resolved and a written response provided within 21 working days. If resolution is not possible within this timescale, SSTC will advise you in writing of the reason for the delay and the expected date of resolution. Should you feel not satisfied with the way the organization has dealt with the complaint, you may contact NEBOSH at <a href="mailto:info@nebosh.org.uk">info@nebosh.org.uk</a>.</p> <p>The information you provide to us will be treated confidentially. It will not be disclosed to a third party other than to comply with the law or for managing your complaint. The details of your complaint (including your identity) may be shared with a person you are complaining about or potential witnesses.</p>			

### COMPLAINT

Complaint being filed against:

<input type="checkbox"/>	Course
<input type="checkbox"/>	Staff
<input type="checkbox"/>	Others (please specify: _____)
Name:	
Department:	
Date/Time/Place of incident/complaint:	
State formal complaint (provide factual description of the complaint):	

Describe the incident or concern (give a timeline of events leading up to the incident, list the persons involved and identify witness if appropriate):
How have you attempted to resolve this situation? (List your actions to date. Who have you spoken to? State why you have not been able to resolve the matter informally):
What specific actions or suggestions do you have for resolving this concern/incident/complaint?

<b>Your Agreement:</b>			
In submitting this complaint, I agreed that:			
<input type="checkbox"/> I have written a clear and concise outline of the complaint and the resolution I seek and attached all relevant evidence.			
<input type="checkbox"/> The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.			
<input type="checkbox"/> I understand that complaints that are found to be intentionally misleading or made for the purposes of causing harm may result in misconduct proceedings.			
<input type="checkbox"/> I will conduct myself appropriately, showing courtesy and respect when dealing with SSTC staff.			
<b>Your Signature:</b>		<b>Date:</b>	
<b>Where to send your completed complaint</b>			
By email: <a href="mailto:info@ssafetytraining.com">info@ssafetytraining.com</a>			
By mail: 60 Kaki Bukit Place #08-06 Eunos TechPark Singapore 415979			

<b>Official Use Only:</b>	
Date complaint received:	Complaint Number: