



**National Training Scheme
Complaint Notification and Investigation Form**

If your complaint is about a National Training Scheme training provider please ensure you have followed the complaints procedure for the relevant training provider. If after this you remain unhappy please complete this form and send it to address or email address above.

Please enclose copies of any correspondence you have had with the training provider or any other evidence you feel is relevant.

IVR (UK) Ltd will acknowledge your correspondence within 5 (five) working days and provide you with either a resolution, or an action plan to progress the complaint, within 15 working days.

Your name:		Position:		
Company:				
Address:				
			Postcode:	
Telephone number:				
Email address:				

Does your complaint concern: (Please mark with an X)					
IVR (UK) Ltd (The Administrator):		The training provider:		An assessment outcome:	
Name of training provider or assessor (if relevant):					
Address where training took place (if relevant):					
Date of course:		Postcode:			

Details of complaint:

Continue on a blank sheet if needed

List any correspondence or evidence you are enclosing:

Date:		Signed (Print):		Signature:	
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Investigators notes:

Short term corrective action:			
Root cause:			
Long term corrective action:			
Review Date:		Close Date:	
Investigator Name:		Position:	