



Centre No. AC00540

IVR Training Services Ltd
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**Driver CPC Periodic Training Scheme
Complaint Notification and Investigation Form**

If your complaint is about any part of the Driver CPC periodic training scheme administered by IVR Training Services, 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 Training Services 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.

To appeal against a complaint resolution offered by IVR Training Services Ltd (the Driver CPC Centre) please email DVSA at JAUPT-enquiries@dvsa.gov.uk.

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

Does your complaint concern: (Please mark with an X)			
IVR TS Ltd:		The training provider:	
Name of training provider and/or instructor:			
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:

IVR OFFICE USE ONLY – PLEASE DO NOT WRITE BELOW

Investigators notes:

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