

# Complaint Form

We value your feedback. Please use this form to raise any concerns or complaints. All submissions will be treated confidentially and addressed promptly.

## 1. Personal Information

Name of Complainant: \_\_\_\_\_

Complainant:

- ☐ Staff/Teacher
- ☐ Parent/Guardian
- ☐ Student
- ☐ Other: \_\_\_\_\_

Student's Name (if applicable): \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## 2. Details of Complaint

Date of Incident/Issue: \_\_\_\_\_

Location/Centre Branch: \_\_\_\_\_

Staff/Teacher Involved (if applicable): \_\_\_\_\_

Nature of Complaint (tick all that apply):

- ☐ Teaching quality
- ☐ Staff behaviour
- ☐ Administration/management
- ☐ Safety & environment
- ☐ Fees & payments
- ☐ Other: \_\_\_\_\_

### **3. Description of Complaint**

(Please describe the issue clearly, including dates, people involved, and any relevant details.)

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### **4. Impact of the Complaint**

(How has this issue affected you or your child?)

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### **5. Resolution Sought**

(What outcome or action would you like the centre to take?)

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### **6. Declaration**

I confirm that the information provided in this complaint form is true to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **7. For Office Use Only**

Date Received: \_\_\_\_\_

Complaint Reference No: \_\_\_\_\_

Staff Handling Complaint: \_\_\_\_\_

Action Taken: \_\_\_\_\_

Outcome/Resolution: \_\_\_\_\_

Date Resolved: \_\_\_\_\_