

## Skills4Stem Complaints Form

Skills4Stem aims to give the best service possible. If you are dissatisfied with our performance, please let us know.

If you are a candidate/apprentice, initially we would suggest that you discuss the matter with a member of staff or if you work for Skills4Stem, with your line manager. If that person cannot help, or if you are not satisfied, please complete this form and email it to the Skills4Stem Operations Manager: [tracy@skills4stem.co.uk](mailto:tracy@skills4stem.co.uk)

If you require any assistance in completing this form or an alternative format, please do not hesitate to contact the Skills4Stem Operations Manager.

To ensure that we can investigate your complaint effectively, and for our monitoring purposes, it is essential that all areas of this form are completed.

The form should be completed, with documentary evidence attached as appropriate, and this will then be investigated by the Skills4Stem Quality Team. At this stage, the documentary evidence submitted need not be the original copies.

(Please note that we are unable to accept anonymous complaints as described in the Skills4Stem Complaints Procedure. Please be assured however that all complaints are dealt with confidentiality).

Please provide your preferred methods of communication below:

**Name:**

**Address:**

**Telephone:**

**Mobile telephone:**

**Email:**

**Date:**

If this complaint has been discussed with a member of staff and/or your line manager, please give name(s):

Please use this space below to inform us of your complaint:

Your complaint will now be logged and acknowledged by the Operations Manager within 2 working days, as described in Skills4Stem's Complaints Procedure. Your complaint will be investigated and you should expect to receive a response within 10 working days or a reason as to the delay.

Information from **Skills4Stem Ltd.** 38 Mill Street, Bedford MK40 3HD

[www.skills4stem.co.uk](http://www.skills4stem.co.uk) Tel: 0333 939 8445



**Thank you for bringing this matter to our attention.**

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