



PARK HILL TRAINING

Land - Based Training

Park Hill Training Complaints Progress Form

For Centre use Only:	Response times:
Date of receipt of Complaint:	
Who has been notified of receipt of complaint:	
Quality Assurance Co-ordinator:
Quality Assurance Co-ordinator Report Received:
Trainer/Assessor:
Trainer/Assessor Report Received:
Internal Verifier:
Internal Verifier Report Received:
Investigating Officer Appointed:
Centre Chief Executive:
Other Parties:
1)
2)
3)
Outcome of complaint:	
Resolved: Yes/No	
Trainer/Candidate informed of outcome:
If unresolved forwarded to Awarding Organisation:
Total working days response time from first receipt of Complaint:
Quality Assurance Co-ordinator Signature: Date:



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