



# PARK HILL TRAINING

Land - Based Training

## Park Hill Training Complaints Progress Form

For Centre use Only:	Response times:
<b>Date of receipt of Complaint:</b>	<b>Response times:</b>
<b>Who has been notified of receipt of complaint:</b>	
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) .....	.....
<b>Outcome of complaint:</b>	
<b>Resolved:</b> Yes/No	
Trainer/Candidate informed of outcome: .....	.....
If unresolved forwarded to Awarding Organisation:	.....
Total working days response time from first receipt of Complaint:	.....
<b>Quality Assurance Co-ordinator Signature:</b> ..... <b>Date:</b> .....	.....