COMPLAINT INVESTIGATION FORM

At Baltic Apprenticeships we value your feedback and will investigate all complaints in line with our complaints policy. In order to successfully investigate a complaint and to come to a mutual solution, we request that as much information and evidence is provided as possible.

On receipt of this form, we endeavor to acknowledge within 48 hours and then respond formally within 14 working days. This allows our team enough time to investigate the complaint fully and then to collate a formal response and action plan of how we propose to move forward.

Section A:

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| --- | --- | --- | --- | --- |
| **Date:** |  | | | |
| **Name:** |  | | | |
| **Company Name:** |  | | | |
| **I’m an employer** (tick if appropriate)**:** | |  | **I’m an apprentice** (tick if appropriate)**:** |  |
| **Please provide accurate details of your complaint:**   1. Please be as specific and detailed as you can to ensure we can investigate your complaint fully. 2. Please include dates of event(s) linked to your complaint. |  | | | |
| **Preferred Resolution:**  As part of our investigation we will look to provide an appropriate and satisfactory outcome to your complaint; please indicate if you have a preferred resolution you would like us to consider. |  | | | |

Section B: For internal use only

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| --- | --- |
| **Date:** |  |
| **Name:** |  |
| **Areas to investigate:** |  |
| **Findings:** |  |
| **Follow up actions:** |  |