



**Accelerate People**

**Complaints Form**

### Informal Stage 1

In most cases, it is possible for issues to be addressed at an early stage by completing the [Feedback Form](#) where a member of the quality team will review and reply within 5 working days.

### Formal Stage 2

If the above response does not resolve the issue, then the below document is to be completed and emailed to [qualityassurance@accelerate-people.co.uk](mailto:qualityassurance@accelerate-people.co.uk) with the subject Complaints Form.

Training Provider / FE College / Employer Action	
Date submitted to Accelerate People Ltd	
Training Provider / FE College / Employer name	
Contact name and email	
Please confirm apprentice permission if applicable	
Please detail reason for the complaint including previous evidence of any informal actions if applicable	

## Completion of Investigation – Accelerate People Ltd Response

Accelerate People Ltd	
Date of investigation	
Accelerate People Ltd employee investigating	
Actions and outcomes taken	
Date response communicated	
Signed	

### Review Stage 3

You have the right to ask for a review of your case within 2 weeks of receiving your response and the below should now be submitted to the Directors of Accelerate People via [qualityassurance@accelerate-people.co.uk](mailto:qualityassurance@accelerate-people.co.uk), if it is in reference to a Director please submit to the Chairman via [Alex.MacLeod@blenheimchalcot.com](mailto:Alex.MacLeod@blenheimchalcot.com).

Training Provider / FE College / Employer Action	
Date submitted to Accelerate People Ltd	
Authorised by	
Additional reasoning or evidence provided	

**Final Completion of Investigation – Accelerate People Ltd Response**

Accelerate People Ltd	
Date of investigation	
Director investigating	
Actions and outcomes taken	
Date response communicated	
Case closed	
Signed	
Signed (if applicable)	