**Complaints form**

| FOR JCG USE ONLY | |
|---|---|
| Date received | |
| Reference No. | |

Please tick box to indicate the nature of your complaint

- ☐ Complaint-against the centre's delivery of a qualification
- ☐ Complaint-against the centre's administration of a qualification

| Name of complainant | |
|---|---|
| Candidate name (if different to complainant | |

Please state the grounds for your complaint below:

If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)

Complainant signature: Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant