

1. Introduction

The purpose of this form is to enable an individual or organisation to make a complaint about the services Xact provide to them.

Please note, complaints are audited by awarding organisations and regulated by Ofqual. This means that we are required to follow national guidance when responding to complaints.

Please ensure you read our Complaints Policy, a copy of which is available on our website and User Portal.

2. Complaint Notes

- a) Complaints will only be accepted from an individual affected by complaint i.e. a complaint cannot be submitted by a third party on behalf of someone else.
- b) You can only complaint about matters relevant¹ to the services Xact provides.
- c) If your complaint includes statements which are dependent on information outside Xact, your complaint must include verifiable evidence which confirms those statements. If you don't provide such evidence, that statement will not be investigated as part of your complaint.
- d) Email completed form and supporting evidence to: complaints@xact.org.uk
- e) Complainants will receive an acknowledgement within three working days.

Note¹: Complaints process cannot be used about matters involving assessment or personal data. See relevant Policy.

3. Complainant information

Full Name			
Organisation			
Email		Telephone	
Address			

Note: Please complete following page

