

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. Complain	ant information		
Full Name			
Organisation			
Email		Telephone	
Address			

Note: Please complete following page



4.1 Complaint Area

Please tick which area of our services applies to your complaint.

Pre-course	Email response	
During course	Website	
Post-course	XLE: Xact Learning Environment	
Telephone response	Other – provide more information below	

4.2 Complaint Details

4.3 Complaint Evidence

Please note that any statements within your complaint which are dependent on information¹ outside² Xact, are not considered unless supported by verifiable appropriate evidence which confirms those statements.

Please ensure that any documentation is signed and dated, and that originator can be identified. Please also provide contact details in case we require clarification.

Note1: Evidence, emails, statements, policies etc

Note²: E.g. emails not received or sent by Xact, information from, to or relating to a third party etc

Please list documentation provided.

5. Declaration

I confirm that by submitting this completed form, I consent to the processing of its data¹. I have read and understand Xact's Complaints Policy and I have supplied accurate information which to the best of my knowledge and understanding is correct.

I also understand that Xact will investigate matters relating to my complaint which may involve third parties.

Date

Note¹: All data is processed in compliance with the Data Protection Act 2018 and GDPR.

Name

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