

Appendix 1

Stage 1 – Initial Information

Please ensure the following information is gathered for all customer complaints as the complaint is made to Arena Learning. If the complaint does not initially come via the Quality Team (QT) this information needs to be sent to questions@arenalearning.co.uk on the date the complaint is received. If the complaint is received via QT, it is to be escalated to the relevant operational manager by the QT team on the date the complaint is received.

Name of Complainant	Click or tap here to enter text.	Date of Complaint Made	Click or tap here to enter text.
Contact Number of Complainant	Click or tap here to enter text.	Email Address of Complainant	Click or tap here to enter text.
Provision Area	Click or tap here to enter text.	Qualification / Course Name	Click or tap here to enter text.
Name of Person Receiving Complaint	Click or tap here to enter text.	Name of Person Complaint Escalated to	Click or tap here to enter text.
		Date the complaint was escalated	Click or tap here to enter text.
What is the complaint (give as much detail as you can including any relevant names, dates or venues). Please note if the complaint raises any urgent concerns, safeguarding, please escalate using the safeguarding process.			

Complaint Information

Click or tap here to enter text.

If the complaint can be resolved at this point, please specify the resolve below (please include any relevant names of individuals, dates etc.)

Complaint Information

Click or tap here to enter text.

Name of the person signing off the complaint	Click or tap here to enter text.	Date signed off	Click or tap here to enter text.
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Please send completed Stage 1 to questions@arenalearning.co.uk **Stage 2 – Escalated to Operational Director - Investigation**

Complaint Information

Complaint needs further investigation (please circle or make text bold)	Yes	No	Name for person escalated to for investigation	Click or tap here to enter text.
			Date escalated	Click or tap here to enter text.
Investigation Notes (include evidence considered, interviews carried out etc.)				
Click or tap here to enter text.				

Complaint Information

Resolve below (please include any relevant names of individuals, dates etc.) Click or tap here to enter text.

Name of the person signing off the complaint	Click or tap here to enter text.	Date signed off	Click or tap here to enter text.
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Please send completed Stage 2 to questions@arenalearning.co.uk

Stage 3 – Escalated to Director– if after investigation at Stage 2 does not resolve complaint, escalation to the Director is required, or if there is a high risk to Arena Learning by the complainant going external in their complaint.

Complaint escalating to Director (please circle or make text bold)	Yes	No	Name of Director	
			Date escalated	Click or tap here to enter text.
Director action and resolve Investigation Notes (include evidence considered, interviews carried out etc.)				
Click or tap here to enter text.				

Complaint Information

Resolve below (please include any relevant names of individuals, dates etc.)

Click or tap here to enter text.

Name of the Director signing off the complaint	Click or tap here to enter text.	Date signed off	Click or tap here to enter text.
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Please send completed Stage 3 to questions@arenalearning.co.uk