



Trainee Complaint Form

Use this form to explain the details of your complaint. Your complaint should be submitted to the CPTT Leadership and Management Committee no later than 3 months after your concerns first arose. Your complaint will be assessed for eligibility and you will be updated with the outcome of that assessment.

You must provide evidence to support your complaint and you should include the evidence when you submit this form.

We may not be able to accept additional information at a later time.

Please read the Privacy Notice online: which explains how CPTT will use any data, including sensitive personal data, that you provide or may be collected in relation to your complaint. By sending us your complaint, you are confirming you have read, understood and agree with the Notice.

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|---|---|------------------------|--|------------------|
| Name | | Programme Title | | |
| Contacting you. We will use your CPTT email address. If this is a complaint made by a group of trainees give the name of <u>one</u> agreed point of contact. | | | Point of contact for Group Complaints: | |
| Complaint relates to: Delete those that do not apply | Delivery of a course of study Delivery of CPTT service Action or lack of action on the part of CPTT Unfair treatment during an assessment process Behaviour of a CPTT staff member Behaviour of a CPTT Trainee | Other, please state: | | |
| Do you have a disability or specific learning difficulty you would like us to be aware of when considering your complaint? | Yes / No If yes, please give details of adjustments that will assist you during the complaint procedure. | | | |
| External Mentor We recommend you contact your External Mentor for independent, confidential and free advice and guidance when making your complaint. | | | | |
| Would you like all correspondence related to your complaint to also be sent to your External Mentor | | | Yes please | No thanks |
| Have you already attempted to resolve your concerns? If yes, include details below. | | | | Yes / No |
| Details of informal complaint steps: | | | | |
| Details about your complaint: NB: You must include all information/evidence with this form. Explain your concern, when they happened, how they have impacted on you. If particular modules or assessments are affected, please state the module title. List any documents included to support your complaint, if applicable. | | | | |
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| What are the outcomes you would like to be considered? (Requested remedy will be considered where all or part of the complaint is upheld. Remedy is at the discretion of the complaint investigator and is not guaranteed). | | | | |
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| Signed (Trainee) | | | | Date: |
| Send your completed form and all evidence supporting your complaint to office@cptt.ac.uk | | | | |