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| *Reference* | GES-CompA |
| *Version* | 1.0 |
| *Issue Date* | 23/09/2020 |
| *Approved* | MD |

**ANNEX A - COMPLAINTS FORM**

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| Before submitting this form, you should read this document in full.  When completed, please email to: info@gryphonsecurity.co.uk.  **If you need help completing this form please call: 01476 589696/978338** |
| **Personal Details:** |
| **Name Course** |
| **Address** |
| **Contact No. Email** |
| **Declaration:** I have read and understood the company Complaints Policy and Procedure  ­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_­\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  Signature Date (DD/MM/YYY) |
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| **Have you raised this issue informally? Yes No**  If yes please provide details of the outcome below. |
| **For office use: Date complaint logged DD/MM/YYYY** |

**COMPLAINTS INVESTIGATION SUMMARY FORM**

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| **Basic details of complaint:** |
| (include the basis for the complaint and any members of staff involved) |
| **Details of investigation:** |
| (includes details of interviews and investigative processes carried out) |
| **Declaration:** I have concluded this investigation and will inform the complainant of my decision at the earliest opportunity.  ­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_­\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  Signature Date (DD/MM/YYY) |