

Complaints Form

- Please complete this form to submit a formal complaint to e-Careers.
- All relevant sections must be completed in full and submitted to complaints@e-careers.com.
- Ensure that you attach all relevant supporting documentation when submitting your complaint.
- Incomplete forms may result in delays or may not be processed.

Section 1. Your Details

Full Name:

Learner ID / Student Number (if applicable):

Email Address:

Phone Number:

Course/Programme Title:

Awarding Body (e.g. AAT, CIPD, LIBF):

Mode of Study (eLearning / Classroom / Apprenticeship / Other):

Section 2. Complaint Details

Date of Incident:

Location (if applicable):

Please describe the nature of your complaint in detail below:

Section 3. Previous Resolution Attempts

Have you raised this issue with anyone at e-Careers before? (Yes/No):

If yes, please provide details including dates, names of staff and outcomes:

Section 4. Desired Resolution

Please describe what outcome or resolution you are seeking:

Section 5: Supporting Documentation

List any documents you are submitting with this form (e.g., emails, screenshots, receipts):

Section 6: Declaration

I confirm that the information provided is accurate and complete to the best of my knowledge.

Signature: _____ Date: _____