



## NATIONAL TRAINING SCHEME COMPLAINT NOTIFICATION

**NB. If your complaint is about an NTS training provider please ensure you have followed the complaints procedure for the centre. If after this you remain unhappy complete this form and mail it to; [IVR\(UK\)Ltd](#) (The Administrator) Bignell House, Horton Rd, West Drayton, Middlesex, UB7 8EP**

Name.....D.O.B.....

Address.....

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Postcode.....

Tel.No .....

Email .....

Does your complaint concern;.....The Administrator....IVR(UK)Ltd

The Training Provider

Name of Training Provider.....

Address of Training Provider.....

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Details of complaint

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Date.....Signature.....

Please enclose copies of any correspondence you have had with the training provider or any other evidence you feel is relevant.

IVR(UK)Ltd will acknowledge your correspondence within 5 (five) working days and provide you with either a resolution, or an action plan to clear the complaint, within 15 working days.