



Centre Number AC00540

IVR Training Services Ltd
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Driver CPC Periodic Training Scheme
Complaint notification and investigation form

If you have a complaint about any part of the Periodic Training Scheme, for Driver CPC, provided by IVR Training services please complete this form and send it to the address above, alternatively complete it electronically and email it to; mail@theivr.com

Name: Position:
Company:
Address: Postcode:
Telephone Number:
Email address:

Does your complaint concern: (Please mark with an X)
IVR (TS) Ltd (The Training Provider): The Instructor:
Name of Instructor:
Address where training took place: Postcode:

Details of complaint:
Continue on next page if required:

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

IVR (TS) 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. Full details of our complaints procedure can be found on the IVR website.

Details of complaint: (Cont'd)

Details of investigation:

Investigators recommendations:

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Corrective action:			
Root Cause:			
Preventive action:			
Review Date:		Close Date:	
Investigator Name:		Position:	

