



It is the intention of LVS Hassocks and LVS Oxford to offer and provide a high quality service. There are times when the service you receive may cause you to be dissatisfied. When this happens it is important that we know about it. Your complaint will be welcomed as an assistance to improve our service to learners. It will be investigated and you will receive a response to your complaint within 10 working days.

Nature of Complaint

(Please give details of time, dates, personnel involved and any steps already taken to resolve the complaint).

Name of Complainant:	Signature:	Date:
Action taken:		
Signature		
Date		