



Kaplan Financial Complaint Form

Complaints procedure: formal complaint form

Your details

Title (Miss, Mrs, Mr etc):
Forename (Given name):
Surname (Family name):
Address for correspondence (include postcode):
Daytime telephone:
Email address:
Kaplan Financial Student ID number:
Title of Kaplan course:
Location / Type of Kaplan course:

Your complaint

Please briefly set out below the main points of your complaint. If you need more space, continue on a separate sheet of paper, which you should attach securely to this form.



Supporting documents

Please enclose copies of the following documents, if applicable, with your complaint in order for us to follow up as quickly as possible:

- Any of the following listed in date order: letters, telephone call transcripts and meeting minutes that are relevant to your complaint.
- A copy of any rules and regulations which you believe apply to your complaint or details of where these can be found.
- A signed statement from anyone else who can provide relevant evidence to support your complaint.
- Copies of all documents or other information to which you refer to in your complaint.

What have you done so far?

Briefly explain what steps you have taken to resolve your complaint and why you are not happy with the response you were given. Most complaints can be dealt with informally so please try this first if you haven't done so already.

What outcome would you like to see as a result of your complaint?

Briefly explain what you would consider to be a satisfactory resolution to your complaint.



Authority to conduct an investigation into your complaint

I would like a member of the Kaplan Financial team to investigate my complaint. I understand that he/she may need to:

Handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively

Exchange information about my complaint with other persons, departments or organisations

I have read the Kaplan Complaints Policy on the Kaplan website:

<http://financial.kaplan.co.uk/TermsandConditions/Pages/general.aspx>

Sign below stating that the facts you have provided in this complaint are true.

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

Return the completed form, along with any supporting documents

We recommend for speed of reply that you scan and email your documents to:

complaints@kaplan.co.uk

Alternatively you may post to:

Complaints Officer (eCare)
Kaplan Financial
564-598 Elder House, Elder Gate
Milton Keynes
MK9 1LR

Please keep a copy of this form and any supporting documents you send in for your own reference.