

# Publishing Qualifications Board: Complaints Form

Please use this form to submit a formal complaint with regard to the following:

- (a) PQB's general customer service
- (b) Course content
- (c) A Tutor
- (d) The Online Platform (Self-Study)
- (e) Grade awarded for Distance Learning assignment or at end-of-course (but please note that there is an Appeals procedure regarding Grades)

*It is strongly recommended that you obtain and read the current version of the PQB Complaints Procedure before submitting a formal complaint. PQB will not consider complaints it regards as being frivolous, vexatious or malicious.*

All details will be kept in confidence.

First name:		Last name:	
Booking reference: <i>(if applicable)</i>			
Postal address:			
Country:		Post Code:	
Telephone:		Mobile phone:	
E-mail:			

**Topic area of your complaint**

*(please tick as appropriate)*

- PTC/PQB's general customer service
- Course Content
- A Tutor
- The Online Platform
- Grade Awarded for Distance Learning Assignment or End-of-Course
- Other

**Your Complaint**

*(please provide full details: supply the name of the Tutor if your complaint is about this person)*

*(Continue on a separate continuation sheet if necessary. Tick here if a continuation sheet is used )*

I confirm that I wish to register a formal complaint, as above.

Signed.....

Date.....