|  |
| --- |
| *For COLEAD use only* |
| *REC\_030\_CIM (V0.1)* |
| Date of receipt |  |
| Reference |  |



 **Complaint form (external)**

Have you benefited from a service provided by COLEAD or participated in an activity organised by COLEAD, for which you are unsatisfied with, and you wish to make a complaint?

|  |  |
| --- | --- |
| [ ]  **YES** | [ ]  **If NO,** please go back to the COLEAD website section “Contact us” |

**This activity involves\*:** (select only one answer)

|  |  |
| --- | --- |
| [ ]  COLEAD’s Training services [ ]  COLEAD's Technical Assistance services[ ]  COLEAD information services | [ ]  a payment/reimbursment/invoice[ ]  other: .... |

**You are submitting a complaint based on your experience as a\***: (select only one answer)

|  |  |
| --- | --- |
| [ ]  Learner[ ]  Partner-Beneficiary[ ]  Trainer | [ ]  Service provider[ ]  Other: .... |

**Date of complaint\***:

**Subject of the complaint\*:**

**Complainant information**

|  |  |
| --- | --- |
| Surname\* |  |
| First name\* |  |
| Country\* |  |
| Email\* |  |
| Telephone |  |
| Reply to address (if communication by post) |  |
| Organization |  |

**Date that the issue occured\***:

**Description of the issue for which the complaint is made**\*:

**Complainant's expectations\***:

***In order for your complaint to be considered, this form must be completed in full (\*: mandatory information) and sent to COLEAD, preferably by completing the online version, otherwise by post (15/23 Avenue A. Fraiteur - 1050 Brussels - Belgium).*** ***The complaints form and our complaints management policy are available on the COLEAD website*** ***(***[***https://www.colead.link/contact***](https://www.colead.link/contact)***).***