



Complaints Form

If you wish to give feedback or make a complaint, please complete one of the two below forms:

1. Your Contact Details	
Full Name	
Address	
Telephone Numbers - Landline Mobile	
Email Address	

2. Representatives Details	If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:
Full Name	
Address	
Telephone Number	
Email Address	
Client Consent: Where our client has requested a Representative act on their behalf the client must sign below to confirm sharing of information with the third party.	
Client Signature:	

3. Your Programme/Contract Details	
Your Programme	
Your Advisor, Learning Mentor, Tutor or main contact within Ixion's name	
The office you attend	

4. History of your complaint	
Have you raised this complaint with the person you work directly with? <i>(please circle your answer)</i>	Yes No
If yes, when did you raise this?	Date:
Have you raised this complaint with the Line Manager of the person you work directly with?	Yes No
If yes, when did you raise this?	Date:

5. Details of your complaint	What is your complaint? Please be as specific as possible:

6. Resolution sought	How would you like your complaint resolved?

Please either take your completed form in an envelope marked for the attention of the Head of Compliance to your local office, or post to the address below or attach to an email to complaints@ixionholdings.com .

Head of Compliance,
Ixion Holdings
Halford House,
2nd Floor, Coval Lane,
Chelmsford,
Essex
CM1 1TD

Feedback Form

If you wish to leave us feedback, please complete this form:

1. Your Contact Details (only complete if you want us to be able to contact you)	
Full Name	
Address	
Telephone Numbers - Landline Mobile	
Email Address	

2. Details of your feedback

Please either hand your completed to a member of staff at your local office, or post to the address below or attach to an email to feedback@ixionholdings.com.

Compliance Manager,
Ixion Holdings
Halford House,
2nd Floor, Coval Lane,
Chelmsford,
Essex
CM1 1TD