



Defence Awarding Organisation



Complaints Form

Recognising Quality and Competence

Supporting Defence with accreditation and specialist bespoke qualification opportunities

Guidance and Instructions

You are advised to read the Defence Awarding Organisation (DAO) Complaints Policy before completing this form which is available at <https://www.gov.uk/government/publications/dao-policies>, or by e-mail from enquiries.dao@da.mod.uk, or by post from;

Defence Awarding Organisation
Defence Academy of the UK
Room TF08 Trenchard
Shrivenham
Swindon
SN6 8LA

Completion of Form

Please provide as much information regarding your complaint and complete each entry below in full:

Complainant Contact Details:	
Name:	
Address:	
Email:	
Telephone:	
Organisation: <i>(if applicable)</i>	
Position:	

Complaint Details:	
Nature of complaint: <i>(please give details as fully as possible to describe why you are making the complaint)</i>	

Dates: <i>(please provide all relevant dates)</i>	
What effect or potential effect will this have on you?	
Who else might be affected?	
What effect or potential effect might this have on others?	

Is there any other information you wish to provide?

Desired outcome from the complaint *(please state your preferred action(s) as a result of this complaint)*

Declaration

I confirm that to the best of my knowledge, the information I have provided is a true and accurate description of the failure or potential failure I have identified. I accept that DAO will process and store the information provided in an electronic format and I agree that it may be used for any purpose deemed relevant to this complaint and will be retained for as long as the information is required.

Signature:

Name (Block capitals):

Role/Job Title:

Please return this form to the DAO Business Co-ordinator, either by e-mail directly to enquiries.dao@da.mod.uk, or by post, addressing the envelope as '*Private & Confidential*' to:

Compliance Manager
Defence Awarding Organisation
Defence Academy of the UK
Room TF08 Trenchard
Shrivenham
Swindon
SN6 8LA

DAO will confirm receipt of this form within 5 working days.