TURING SCHEME COMPLAINTS FORM

**Complainant details**

|  |  |
| --- | --- |
| First name(s) |  |
| Surname |  |
| Organisation/institution name |  |
| Application/grant agreement reference |  |
| Email address |  |
| Telephone number |  |

**Nature of complaint**

|  |  |
| --- | --- |
| **Please note:**  If you are raising an issue about a Turing Scheme-funded beneficiary, e.g., a university, we encourage you to follow the organisation’s own complaints process in the first instance. | |
| Nature of the complaint  (Please delete as appropriate) | * **Service complaint:**   This complaint is regarding the Delivery Partner’s services (i.e., unhappy with our level of service, or disagree with a funding decision the Delivery Partner has taken)   * **Project complaint:**   This complaint is regarding a project the Delivery Partner is funding (i.e., unhappy with the treatment by a beneficiary organisation, e.g., a university, or with the way in which a project is being managed).   * **Other:** |

**Details of complaint**

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| **Please set out clearly the nature of your complaint and the outcome you are seeking.**  If your complaint is about a project please include as many details about the project as possible (i.e., sector, grant agreement number, organisation name and/or contact person): |
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| Please email the completed form to: Turing-scheme@Capita.com |