Erasmus+ Complaint Form

Complainant details

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| **Forename(s)** |  |
| **Family name** |  |
| **Organisation name** |  |
| **Email address** |  |
| **Telephone number** |  |

Complaint details

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| --- | --- |
| **Nature of the Complaint** (please delete as appropriate) | - Service Complaint: This complaint is regarding the UK NA’s ***services*** (i.e. unhappy with our level of service).- Project Complaint: This complaint is regarding a ***project*** the UK NA is funding(i.e. unhappy with the treatment by a beneficiary organisation, or with the way in which a project is being managed). - Other |

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| **Please set out clearly the nature of your complaint and the outcome you are seeking.** If your complaint is regarding a **project** please include as many details about the project as possible (i.e. Key Action, field, grant agreement number, organisation name and/or contact person): |
|  |

Please email the completed form to the UK National Agency as follows:

For the below Key Actions and sectors, email the **British Council** at: **erasmusplus.feedback@ce.britishcouncil.org**

* Key Action 1 higher education and schools,
* Key Action 2 higher education, schools and youth,
* Key Action 3 youth

For the below Key Actions and sectors, email **Ecorys** at: **erasmusplus@ecorys.com**

* Key Action 1 vocational education and training, adult education and youth,
* Key Action 2 vocational education and training and adult education

*Please note that we will ensure all complaints are circulated to the correct organisation, whichever of us receives them.*