

Complaint Form

We hope that in your dealings with us that you will find our staff and services meet with both your expectations and your approval. If ever these standards fall below that which you find acceptable, or if there is anything else that you are unhappy about, we would ask that you tell us as soon as possible using this form.

Your input into the service provided is vital to ensure that unacceptable practices and/or standards are not allowed to continue. Complaints offer us a chance to correct something that is not right and provides us with an opportunity to improve our service.

Please complete the form below and hand/e-mail it in to any member of the senior staff at the site. Your complaint will be acknowledged in writing within 4 working days of receipt telling you the name of the person dealing with the complaint. Your complaint will be treated in the strictest of confidence at all times.

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|---|--|------|--|
| Name | | | |
| Address | | | |
| | | | |
| | | | |
| Contact Number | | | |
| Details of complaint | | | |
| | | | |
| Your signature | | Date | |
| Signature of Staff Member receiving complaint | | | |
| Date when complaint was received: | | | |