

Complaints form

Before you fill in this form...

Talk to the office that dealt with you originally. This is often enough to get the problem sorted out quickly and fairly. But if you have already done this and still want to make a formal complaint, please fill in the form below.

| | |
|---|----------------------|
| Name | |
| Address | |
| Postcode | |
| Daytime phone number <small>If you are happy for us to contact you this way.</small> | <input type="text"/> |
| Email address <small>If you are happy for us to contact you this way.</small> | <input type="text"/> |

Details of complaint

| | |
|--|----------------------|
| Who did you speak to when you first told us about the problem? | |
| <small>If you can't remember the member of staff's name, please put their office or phone number.</small> | |
| What was the date? <small>If you can't remember the exact date, please put an approximate date.</small> | <input type="text"/> |
| Please give us a brief description of your complaint | |
| What would you like us to do in response to your complaint? | |

Data Protection

The information you supply on this form will only be used to process your complaint. Any details you supply will be treated confidentially and without prejudice. Making a complaint will not affect your right to fair treatment and good service from us.