



This form is to be completed for all complaints received whether by letter, e-mail, in person or by telephone. Please attach copies of any written/e-mail correspondence to this form when complete and forward to the Chair of Trustees

The member of staff first receiving the complaint must complete Parts 1 and 2 of this form, unless the complainant would prefer to complete these sections themselves. If you are able to resolve the complaint please also complete Part 3, or otherwise pass the form and related details to the most suitable person to deal with the complaint.

<b>Part 1: Complainant Details</b>	
<b>Name:</b>	<b>Date Complaint Received:</b>
<b>Organisation:</b> (if applicable)	<b>Telephone Number:</b>
<b>Address:</b>	<b>E-mail:</b>
<b>Part 2: Details of Complaint:</b>	
<b>Please provide full details of the nature of the problem (ensure you include all facts clearly). Please also include details of any action you feel is warranted in order to remedy your complaint.</b>	
<b>Parts 1 and 2 completed by:</b>	<b>Date:</b>

**Part 3: Details of Problem Resolution:**

**Please detail how the problem has been resolved with the complainant:**

**Please detail what corrective action has been taken to prevent similar problems in future:**

**Part 3 completed by:  
(Name)**

**Date:**

**Signature:**