



Appendix One

Complaints Form

To proceed with a complaint please complete this form and return to the Head of HR & Governance. This form will enable the complaint to be dealt with appropriately.

SECTION 1 : Complainant details	
Name	
Contact number	
E-mail address	
Address and postcode	
Please state how you would prefer us to contact you (for example by e-mail or telephone)	
<p>Your requirements</p> <p>If our usual way of dealing with concerns and complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.</p> <p>The person who experienced a problem should normally fill in this form. However, if you are filling this form on behalf of someone else, please complete Section 2. Please note that before taking forward a complaint, we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.</p> <p>If you would like assistance to complete this form, please call the Head of HR & Governance on 01978 757524.</p>	
SECTION 2 : To be completed if completing the form on behalf of someone else	
Name in full	
Contact number	
E-mail address	
Address and postcode	
Relationship to the complainant	

SECTION 3 : Organisation details	
Is your complaint on behalf of an organisation or group? YES/NO (please circle as appropriate) – <i>if no, please skip to Section 4</i>	
Name of organisation / group	
Position you hold	
Address of organisation / group	
Phone number of organisation / group	
E-mail address of organisation / group	
SECTION 4 : Complaint details	
Date, time and location of where the incident occurred:	
Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary	

If you have already verbally spoken to the staff member regarding your complaint, please give the name of staff and date	
What do you think should be done to put things right?	

Please note that in investigating your complaint, the organisation may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:	
Date:	

Once completed, please return this form, marked private and confidential, to the Head of HR & Governance, 3-4 Plas Power Road, Tanyfron, Wrexham, LL11 5SZ or via email to info@groundworknorthwales.org.uk

We endeavour to acknowledge receipt of your complaint within 5 days of receipt.