**Complaints Form**

Please use this form to tell us about your complaint – so we can help resolve it. If you’re not sure about anything, or have difficulties filling in this form or wish to remain anonymous please contact the business on **0118 989 4652** and ask to speak to Stuart Cawthorne, Complaints Manager or Louise Bowness, H&S Manager *(Please note all calls are recorded).*

If you have agreed to make this complaint on behalf of someone else, you will need to ask them to check everything is correct and sign and date this form in the declaration section.

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| --- |
| **Your Details** |

|  |
| --- |
| Contact Person:  |

|  |
| --- |
| Contact person Address:  |

|  |
| --- |
| Contact person mobile number:  |

|  |
| --- |
| Contact person Email:  |

**If making a complaint on behalf of a company**

|  |
| --- |
| Company Name:  |

|  |
| --- |
| Nature of Business:  |
| Business Address including Postcode:  |

|  |
| --- |
| Company Telephone Number:  |

|  |
| --- |
| Company Email Address:  |

|  |
| --- |
| **Details of person who is making the complaint if different from above** |

|  |
| --- |
| Contact person:  |

|  |
| --- |
| Contact person mobile number:  |

|  |
| --- |
| Contact person Email:  |

**Please tick**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

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| --- |
| How would you like us to contact you?Phone Email Post |

|  |
| --- |
| There will be times when we need to write to you – for example, to send you the outcome of your complaint. When we do, would you prefer an email or letter? Email Post |

|  |
| --- |
| Have you used our service before? (This is so we can link our records): Yes No  |

|  |
| --- |
| Do you have any practical needs where we could help by making adjustments – like using large print, Braille or a different language?  |

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|  |
| --- |
| **Your Complaint** |

**Please tell us about the product or service you would like to complain about (including the reference number if you have one)**

|  |
| --- |
|  |

**Tell us about your complaint – what happened?**

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| --- |
|  |

**If you have any suggestion’s on how we can improve’**

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| --- |
| **Declaration** |

Finally, please agree to this declaration. By signing below, you are agreeing to it.

“I would like the A1 Group to look into my complaint. I confirm to the best of my knowledge everything I have told you is correct.”

**Your details (the person complaining)**

|  |
| --- |
| Name:  |
| Signature:  |

|  |
| --- |
| Date:  |

**Details of anyone complaining with you**

|  |
| --- |
| Name:  |
| Signature:  |

|  |
| --- |
| Date:  |

You can also get in touch at

Stuart Cawthorne: stuart@a1groupuk.com or Louise Bowness Louiseb@a1groupuk.com