

**COMPLAINT RECORDING**

Home/ Service/ Shop Name \_\_\_\_\_\_\_\_\_ Log Number \_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **Name of Person making the complaint** |  |
| **Contact Address**  |  |
| **Contact Telephone Number** *if appropriate* |  |

*Please tick the boxes* that apply ☑

I wish to make a complaint about the service I am receiving personally □

I wish to make a complaint about another client □

I wish to make a complaint about the service □

I wish to make a complaint about a staff member or volunteer □

**Please record details of the complaint you would like to make in the box below and continue on a separate piece of paper or on the back of the form should you need it.**

*Staff Receiving the Complaint*

Is this complaint referred to in other places such as the contact book, maintenance files or other project paperwork? □Yes □No

If so where? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Staff Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_