# Complaints Form

1. **Your details**

|  |  |
| --- | --- |
| Surname: |  |
| First Name(s): |  |
| Title: Mr/Mrs/Miss/Ms/or other, (please specify here) |  |
| Address and postcode: |  |
| Your email: |  |
| Telephone number (during the day): |  |
| Mobile number: |  |
| Please indicate which method you would like us to use to contact you: |  |

*Your needs: if the approach we use to deal with complaints makes it difficult for you to use this policy, – for example, if English or Welsh is* *not your first language, or you need to contact us in another way, then please get in touch so that we can discuss how we can help you.*

If you are completing this form on behalf of someone else, please provide your details in Section A and **details of the person who experienced the problem in Section B** a) and b) Note: before we continue with any investigation into a complaint, we will have to ensure that you have the authority to act on behalf of the person involved with the complaint.

1. **Making a complaint on behalf of someone else. Their details:**

|  |  |
| --- | --- |
| 1. Full name: |  |
| 1. Address and postcode: |  |
| 1. What is your relationship with the person? |  |
| 1. Why are you making a complaint on behalf of the person? |  |

1. **Information about your concern/complaint (Please feel free to use the blank page if you need more space)**

**Q1. In your opinion, what have we** **done wrong, or failed to do?**

**Q2. Describe how you personally have suffered or been affected.**

**Q3. What do you think should happen to make things right?**

**Q4. When did you become aware of the problem?**

**Q5. Have you already shared your concerns with the officer responsible for the work? If so, please give brief details of how you did this and when.**

**Q6. If it has been more than 6 months since you became aware of the problem, explain here why you haven't complained before now.**

**If you have documents to support your concern/complaint, please attach them to this form.**

Signed: Date:

When you have completed the form, please send it to:

**Chair of Directors**

**Interdenominational Safeguarding Panel,**

**Unit 1 Vale Park, Colomendy Industrial Estate**

**Denbigh LL16 5TA**

or [post@panel.cymru](mailto:post@panel.cymru)