

**COMPLAINTS FORM**

# This form is used to record and obtain reasons relating to your complaint

# CONTACT DETAILS

Name:

Organisation:

Address:

Contact Number:

Email:

If you are making complaint on behalf of someone else, please provide their details below.

**NATURE OF COMPLAINT**

Service:

Date of Service:

Subject / Team:

Communication Delays  HfL Employee

Service Turnaround Times  Service Value

Outcome of Findings  Report Delays

Fluency relating to the delivery of service

Other, please advise:

**SUMMARY OF COMPLAINT**: Please provide detailed information to facilitate investigation.

**WHAT WOULD RESOLVE THE COMPLAINT**: Please ask the complainant to provide details on their desired outcome. .

# OFFICE USE ONLY

Complaint Taken by:

Date Received:

Action Taken: Account Manager:

**Please save a copy for your records and return this completed form by email to the Admin Support Manager to** [**info@hertsforlearning.co.uk**](mailto:info@hertsforlearning.co.uk)

Alternatively send to:

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