



## COMPLAINTS PROCEDURE

If you feel that you have been treated unfairly, it is best that you resolve the problem as soon as possible at an early stage. Should you wish to take the matter further or make a formal complaint, please complete the form below and return it to Management (SLA). You have the right to have your request for confidentiality respected where appropriate.

You will receive a receipt of acknowledgement within 7 working days. Afterwards we aim to investigate and determine an outcome within 14 working days.

**Please outline your complaint below:**

**1. Date of this complaint/Date of incident**

\_\_\_\_\_ / \_\_\_\_\_

**2. Name of complainant**

\_\_\_\_\_  
(If you wish to remain anonymous, this does not need to be completed, however, you must understand that we will not be able to provide direct feedback or response in the absence of a name)

**3. Contact Details:**

Address \_\_\_\_\_  
\_\_\_\_\_

Email \_\_\_\_\_

**4. Details of complaint**

\_\_\_\_\_  
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Please return this form marked Private and Confidential to Management (SLAs)