

Model Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else, please also fill in Section B. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a student, we will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A: Your details

Surname	
Forename(s)	
Title: Mr/Mrs/Miss/Ms/Other	
Address	
Postcode	
Daytime telephone number	
Mobile telephone number	
Email address	

How would you prefer us to contact you?

B: If you are making a complaint on behalf of someone else, what are their details?

Their name in full	
Address	
Postcode	
What is your relationship to them	
Why are you making a complaint on their behalf?	

C: About your complaint (continue answers on separate sheet of paper if necessary)

Name of place you are complaining about.

What do you think they did wrong or did not do?

Describe how you have been affected.

When did you first become aware of the problem?

If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before?

What do you think should be done to make matters right?

Have you already put your complaint to a member of staff?
If so, please give brief details about how and when you did so.

Signature of complainant:

Date:

Signature if you are making a complaint on behalf of someone else:

Signature:

Date:

Please send this form and any other documents to support your complaint to:

**Mr Darren Martin/Mrs Alison Matthias
The Creative Learning Room
Unit 16, Mold Business Park
Mold
Flintshire
CH7 1XP**