**Hear Us**

**QUALITY MANUAL**

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Section G Commitment to Quality

G.1.2 Complaints Form

|  |  |
| --- | --- |
| Agreed Date: | 10/12/2020 |
| Last Date of Review: | 25/04/2024 |
| Next Review Date: | 25/04/2024 |
| Version #: | V8 |

Hear Us Complaints Form Our ref:

|  |
| --- |
| **reference** |

Please use this form to tell us about your complaint. If you’re not sure about anything, or have difficulties filling in this form please call **020 8681 6888**.

|  |  |  |
| --- | --- | --- |
|  | First, please give us your details | |
| Title |  | |
| First Name (s) |  | |
| Surname |  | |
| Occupation |  | |
| Address for  writing to you (include postcode) |  | |
|  |  | |
| Day Phone |  | Your Mobile |
| Home Tel |  | Your Email |

Please give details of your complaint, including details of the person and/or service you are making a complaint about.

|  |
| --- |
|  |
| *Please continue on another sheet if necessary* |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Time period that applies to your complaint: | |  | **day** | **month** | **year** |
|  | **from** | |  |  |  |
|  | **to** | |  |  |  |

### Please read and sign this declaration

|  |  |  |
| --- | --- | --- |
| “I’d like the Hear Us CEO to look into my complaint.  To the best of my knowledge, all the information I’ve given you is accurate.  I understand that you usually resolve complaints by phone, letter and email.  I understand that you will need some personal details about me, that you might need to share information”  Signature  **Date** re  You need to sign, even if someone else is complaining on your behalf. This shows you have given them your permission to complain for you. | | |
|  | **please tick ✓ to show you have …**   |  | | --- | | Enclosed copies of other relevant information.  Included everything you want to tell us about your complaint. | |

Please Print and Post or Email this form and any supporting evidence to:

**CEO**

We will use the details you give us on this form to see if we can help you with your complaint. We may need more information from you. If we can’t help you, we will give you the chance to query anything you don’t understand or agree with.

**Confidential**

**Hear Us**

Orchard House

15a Purley Road

South Croydon

CR2 6EZ

020 8681 6888

[complaints@hear-us.org](mailto:complaints@hear-us.org)

[www.hear-us.org/complaints](http://www.hear-us.org/complaints)