**COMPLAINT FORM**

This form includes the details that Guideposts needs to support you through the process of making a formal complaint. If you wish to make a formal complaint you can:

* Email a copy of this form to: [**tellusyourviews@guideposts.org.uk**](mailto:tellusyourviews@guideposts.org.uk)
* Post this form to: **Guideposts Trust, Unit E, Two Rivers, Station Lane, Witney, OX28 4BH**
* Telephone Guideposts on **01993 893560** (Mon-Fri, 9am-4pm), and your form will be filled in over the phone.
* You can get help with this form through your Guideposts service.

**PART 1 – WHO IS FILLING IN THIS FORM?**

|  |  |
| --- | --- |
| First name |  |
| Surname |  |
| Email |  |
| Phone number |  |
| Address |  |
| Postcode |  |

**How would you like us to contact you? (Please tick)**

Email 🞎 Phone 🞎 Post 🞎

**Are you the person who uses Guideposts services?**

Yes 🞎 No 🞎

**If no, who are you filling the form in for?**

|  |  |
| --- | --- |
| First name |  |
| Surname |  |
| Email |  |
| Phone number |  |
| Address |  |
| Postcode |  |

**Please tell us what relationship you have to the person using Guideposts’ services**

|  |
| --- |
|  |

**Has the person using Guideposts’ services given you permission to fill in this form on their behalf?**

Yes 🞎 No 🞎

**PART 2 – YOUR COMPLAINT**

**Which Guideposts Service does your complaint refer to?**

|  |
| --- |
|  |

**AND / OR**

**Which Guideposts staff member / volunteer does your complaint refer to?**

|  |
| --- |
|  |

**Please provide a description of the issue that led to your complaint.**

|  |
| --- |
|  |

|  |  |
| --- | --- |
| Signature |  |
| Name |  |
| Date |  |

We value your feedback. After you submit your complaint, a member of staff will contact you within 7 working days to inform you of the outcome.

|  |
| --- |
| **FOR GUIDEPOSTS USE ONLY** |

**Complete upon receipt / recording of a complaint:**

|  |  |
| --- | --- |
| Guideposts staff / volunteer name |  |
| Role |  |

**Complaint received:**

Post: 🞎 In person: 🞎 Phone: 🞎 Email: 🞎

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date received / recorded |  |

DATA PROTECTION ACT 2018 & THE EU GENERAL DATA PROTECTION REGULATIONS 2018: We will keep the information you give us on this form safe. Your information is protected by law. This means that:

* We only use it to ensure the details of your complaint can be investigated thoroughly;
* We only share it with people who need to see it in respect of confidentiality, and in your best interest and/or the best interest of the person you represent;
* We only keep it for 6 years, or as long as it is needed for if required as evidence in the event of a litigation;
* We will store it securely on password protected devices or in a locked and secure place owned by Guideposts and only accessible to permitted staff;
* You have the right to see the information we hold about you; to correct it if it is not accurate; and
* You have the right to recall your personal information and request for us to delete it so long as it is not required for any legal requirements.