# Compliments and Complaints Form

Please provide as much detail as possible of your compliment or complaint including any supporting evidence andeither**:**

1. email to: [Rachel@beherdltd.co.uk](mailto:Rachel@beherdltd.co.uk) or
2. send to: Be Herd® LTD, 14 Ellbourne Road, Manchester, M9 8EU

We will aim to confirm receipt of your compliment or complaint as soon as reasonably practicable and in any event within five working days of receipt. We will contact you via the same method as you submit the form.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Your Details** | | | | | | | | | | |
| **Name:** |  | | | | | | | | | |
| **Address:** |  | | | | | | | | | |
| **Tel:** |  | | | | | **Email:** |  | | | |
| **I am a:** | Client /  Service user |  | Member of public |  | Referral service | | |  | Other:  Please specify |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint or compliment relates to:** | | | |
| **Session type** |  | | |
| **Practitioner details** |  | **Date and time of event** |  |
| **Please provide as much information as possible in the box below (including relevant dates, names and attach any relevant correspondence or other materials)** | | | |
|  | | | |

## **Internal use only:**

Date Compliment or Complaint received:

Details of the individual dealing with the Compliment or Complaint:

Date confirming receipt of Compliment or Complaint (within five (5) working days):

## **Key Points:**

|  |
| --- |
|  |

Compliment/Complaint upheld: Yes / No

Date informed of Compliment/Complaint Outcome:

Date Compliment/Complaint closed:

## **Actions taken by The Company:**

|  |
| --- |
|  |