

# Complaints Form



We very much hope that any complaints can be sorted out at the informal stage. However, if this is not possible please complete this form as fully as possible to help us understand and address your complaint quickly and appropriately.

All complaints will be recorded at every stage.

All information provided is processed in accordance with the requirements set out in GDPR 2016 regulations. Any personal information you share will be used solely for processing your complaint. All information will be held securely by Mind in Bradford and we will never share or publish your information without your consent. Full details of our privacy policy are available on request or at [www.mindinbradford.org.uk/privacy](http://www.mindinbradford.org.uk/privacy).

**Date:** .....

**Full Name:** .....

**Address:** .....  
.....

**Post Code:** .....

**Email:** .....

**Contact Number:** .....

(Please note: Complainants can remain anonymous but in that case the complaint may not be fully investigated and resolved).

**Name of Person recording complaint:** .....

### Nature of Complaint

Please include as much details as possible, e.g. actual words said.  
Please include name or description of person the complaint is about.

**Action taken by the person dealing with the complaint.**

Date: .....

Full Name: .....

Please explain action taken to resolve the complaint:

**Outcomes of action taken:**

**Complaint completion**

In my opinion this complaint has been resolved in a way that is satisfactory to both parties. This matter is now resolved and all procedures have been completed.

**Service Director / CEO:**

Name ..... **Signature:** ..... **Date:**.....