



COMPLAINTS FORM – WITHOUT PREJUDICE

Branching Out aims to provide a high standard of service to all its service users, customers and visitors. If you are not satisfied with our service or facilities we need to know. Please tell us by completing this form below or talking to one of our staff.

Details of the person making the complaint.	
Name:	Email
Address:	
Postcode:	Tel No:
Please give a brief description of your complaint stating any relevant facts including date, time, location where applicable and names of any people involved:	
Please use a separate sheet of paper if required.	
Is this complaint about our Provision or a Service User who attends Branching Out: YES / NO	
If yes, please follow the Safeguarding procedure and contact Cambridgeshire Customer Services on: <u>0345 045 5202</u>	
Signature:	Date:
Please return the completed form to: Branching Out, 27 Grange Lane, Littleport, Ely, Cambridgeshire, CB6 1HW	
We will normally acknowledge your complaint within 10 working days of receiving it and give you a more detailed response within 10 working days of our first letter.	