

## MK CHRISTIAN FOUNDATION

### Complaints Form

If you intend to make a formal complaint about the delivery and quality of services received or any other matters relating to Milton Keynes Christian Foundation, you should use this form to put forward your complaint. Before completing this form please ensure you have read the Complaints Procedure. You should expect an acknowledgement within 5 working days and will be informed of the outcome of your complaint as soon as possible following a thorough investigation.

Please note that all complaints are dealt with in confidence, we cannot however deal with anonymous complaints.

This form should be sent to the manager of the team or enterprise to which the complaint relates. Please keep a copy of this form for your records, along with any materials you submit.

If you would like assistance with the completion of this form please let us know.

<b>YOUR DETAILS</b>				
Name:				
Address:				
Contact Telephone Number:				
What is your relationship with Milton Keynes Christian Foundation?	Service User – Trainee	<input type="checkbox"/>	Employee	<input type="checkbox"/>
	Service User – Other	<input type="checkbox"/>	Volunteer	<input type="checkbox"/>
	Customer	<input type="checkbox"/>		<input type="checkbox"/>
	Other <input type="checkbox"/>	Please specify: _____		
<b>NATURE OF THE COMPLAINT</b>				
Please set out below the main points of your complaint				
Use an additional sheet if necessary				



<b>OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR</b>	
With whom was it discussed:	
Date discussed:	
Please outline the steps you have already taken to resolve your complaint informally:	
Describe the outcome of any action taken so far and explain why you believe the matter has not yet been resolved:	
<b>DESIRED OUTCOME</b>	
Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction:	
<b>DECLARATION</b>	
I believe that the above information is accurate. I confirm that details of this complaint can be passed on to Directors or project concerned and to my Project Worker.	
Signature:	Date:
Please list any documentary evidence attached and make sure you keep a copy (e.g. any correspondence, list of dates when events occurred, or other documentation related to your complaint)	
<b>FOR OFFICE USE ONLY:</b>	
Complaint log number:	
Acknowledgement sent:	
Reply Sent:	
Complaint forwarded to department /person concerned:	
Response received:	
What action is now needed:	