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| Please fill in this form in BLOCK CAPITALS or typescript.  Please mark it **Private and Confidential** for the attention of The Head of Service.  We can help if you need information in a different format (for example, large print) then please contact us. |

|  |  |
| --- | --- |
| **Section 1 – Your personal details** | |
| Title (Mr Mrs Ms Miss Other) |  |
| Full Name |  |
| Address |  |
| Post code |  |
| Phone number |  |
| Email Address |  |

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| **Section 2 – Who and What is your complaint about?** |
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| **Please state the name(s) of any specific individuals whom the complaint is about** |
|  |

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| --- | --- |
| **If your complaint relates to the handling of a particular case:** | |
| Please give our Case Reference Number (if known) |  |
| Please give the names of the parties in the action |  |

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| **When did the action which you are complaining about take place?** |
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| **Please set out briefly the details of your complaint: continue on a separate sheet if required** |
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| **How would you like this complaint to be resolved?** |
|  |

Have you enclosed any copies of other documents? Yes No

(Please do not send original documents)

**If ‘Yes’, please list the documents you have enclosed**

When you have filled in this form please sign and date it

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

Once completed please send it to: The Head of Service via email at martin.beanland@plowdenfacilities.co.uk

Or post your form to Parklane Plowden Chambers, 19 Westgate, Leeds, LS1 2RD

**What happens next?**

We will send you an acknowledgement within 2 working days of receiving the completed form and will inform you who is looking into your complaint within 14 days. We will contact you again within 14 days with a full reply or a report on the progress of our investigation.

**Please keep a copy of this form for your records.**