**COMPLAINT FORM**

MOTIV8 wants to provide everyone with the opportunity to give feedback on the work that we do whether that be on our delivery, staffing or other aspect of our work. We value your feedback and are committed to using your complaints to improve and develop the way we do things. To make a complaint, please complete the form below.

(If you are providing additional information, including photographs or leaflets etc, please outline this in the appropriate section and let us know if you would like these returned to you.

Once you have completed the form, please e mail this to info@motiv8south.org.uk or send to Motiv8, 6 Queen St, Portsmouth, Hants, PO1 3HL

**Section 1**

|  |  |
| --- | --- |
| Title |  |
| First Name |  |
| Surname |  |
| Address  |  |
|  |  |
|  |  |
| Post code |  |
| E mail address |  |
| Daytime telephone no |  |
| Evening telephone no |  |

**Section 2**

What is the nature of your complaint? (Please outline below the key details of your complaint including

* Include the date of the situation that the complaint is about
* The reason for the complaint
* What you would like MOTIV8 to do about your complaint, if anything
* Any other information that may help us to investigate the complaint i.e. details of any other people involved/witnesses etc.

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| --- |
|  |

If you have complained about this matter before, please can you complete the section below:

|  |  |
| --- | --- |
| When did you first complain about this matter? |  |
| Was your complaint in writing? |  |
| Did you receive a written reply? |  |
| If yes, can you tell us when you received this and where possible include a copy of this letter |  |
| If more than 3 months have passed since the incident that triggered your complaint, please tell us why you have not complained before |  |

If you have any document to support your complaint, please send them with this form.

We will respond to you as per our Comments, Compliments and Complaints policy (see attached)

|  |  |
| --- | --- |
| Name | Signed |
| Date |  |