**Complaint Form**

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| **Name and Contact details of the person making this complaint:** | **Name:****Address:****Telephone: Email:****Are you a person Outward supports?**  🞎 Yes 🞎 No  |
| **If you are making a complaint on behalf on a person Outward supports, please provide their name and address:** | **Name:****Address:****What’s your relationship to the customer?**🞎 Family member 🞎 Outward Staff 🞎 Member of the public 🞎 Volunteer at Outward 🞎 Social worker 🞎 Other professional🞎 External agency 🞎 Other  |
| **Date this complaint is being made:** |  |
| **Is your complaint about a member of staff/team or a service provided by Outward?** | 🞎 Yes 🞎 No *(Please be advised that the Quality team can only deal with complaints against an Outward staff or service. Other type of complaints will be signposted to the relevant manager/team to follow up outside of this complaint process).* |
| **If yes, what’s the name of the team/service they work in?** |  |
| **Description of your Complaint:** |  |
| **What action would you like Outward to take to remedy your complaint:** |  |
| **How would you like to be contacted: please tick** | 🞎 Letter 🞎 E-Mail 🞎 PhonePlease include relevant e-mail or phone number in name and contact details section above. |
| **Please give your completed complaints form to an Outward staff member / manager. Alternatively you can e-mail it to** **complaints@outward.org.uk** **or send to:**  **Quality team, Outward** **Newlon House** **4 Daneland Walk** **London** **N17 9FE** |
| **Your complaint will be passed to the Quality Team who will assign a manager to acknowledge and confirm they will investigate your complaint within five working days of receipt** |