

service complaints form

This form is only for complaints about our service We take complaints about our service very seriously

Our customer service complaints leaflet tells you how we will consider complaints about the service we deliver.

If you are unhappy with the service you have received from us, use this form to let us know.

Where you are not satisfied with our **decision** on your complaint, we have a different process for considering this: our leaflet **“Your complaint, our decision”** explains how we reach our decisions and the circumstances in which you may ask us for a review. Please contact us for a copy of this leaflet. If you are unsure which process to use, please ask us.

If you need help with this form, or you would like it in a different language or format (such as large print or Braille) please contact us.

Our freephone number is 0800 377 7330.

Your contact details

Full name (Mr/Mrs/Ms/Miss):

Address:

Postcode:

Daytime phone no(s):

Email address:

SPSO reference number:

How you would like us to contact you:

SPSO service complaints form

Section 1

What aspects of our service are you unhappy about? *Please give details below*

Section 2

Tell us what we can do to put things right. *Please give details below*

If you run out of space when filling in this form please attach more paper.