

# Complaint Form

Our ref /
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Please use this form to inform Islamic Aid about your complaint

If you are not unclear and or have any difficulties filling in this form – please contact us.

## First, please give us your details

... and the details of anyone complaining with you

surname		title		title
first name(s)				
occupation (if retired, previous occupation)				
age				
address for writing to you (include postcode)				
daytime phone			mobile	
home phone			email	

## If you are complaining on behalf of a business, charity or trust please fill in these details

full official name	
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For a **business** – please attach a list of any other businesses that form part of the group and/or a list of the partners (if run as a partnership).

## If someone is complaining on your behalf (eg a solicitor or relative) please give us their details

their name		relationship to you
address for writing to them (include postcode)		
their daytime phone		Fax:
their email		Ref:

**Please tell us what your complaint is about** (Please continue on a separate sheet of paper if necessary)

**Time limits may apply to your complaint** – so we need to know the following dates

	day	month	year
▪ When did the poor service that you're complaining about take place?			
▪ When did you first realise there might be a problem?			

**Please give us any other details** that you think will help us understand your complaint

**Finally, please read and sign this declaration**

“ I like Islamic Aid to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.

stand that:

- you will need to handle personal details about me – which could include sensitive information – in order to deal with my complaint effectively;
- you may need to exchange information about my complaint with the person I have complained about and any other relevant organisations;
- you handle complaints differently from the courts – and you usually settle disputes by phoning and writing to the two sides, not by holding hearings in person;
- you may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential.

**Sign here** You need to sign, even if someone else is complaining on your behalf. If you're signing on behalf of a business, please give your job title.

\_\_\_\_\_ signature

\_\_\_\_\_ date

\_\_\_\_\_ signature

\_\_\_\_\_ date

**make sure you have ...**

- ✓ included everything you want to tell us about your complaint
- ✓ enclosed a copy of the organisations final response
- ✓ enclosed copies of relevant documents