

**Complaint / Compliment Form**

At Elsea Park Community Trust, the Staff and Directors pride themselves on delivering a

high level of service to residents and working with contractors and other parties to ensure mutually

beneficial arrangements are in place.

We understand that there will be occasions where it may be considered that we have not met

our obligations and that a complaint is in order. We take complaints regarding our performance, our staff, and our levels of service very seriously.

If you are not satisfied, please use this form to submit a formal complaint; conversely, the form can be used to give complimentary feedback if appropriate. We aim to acknowledge receipt of a complaint within two working days and to deal with the complaint within twenty working days. If we cannot meet this deadline we will advise you accordingly.

**Information we’ll need from you:**

* your email address and/or postal address (so we can reply)
* a clear, detailed description of what your complaint is about
* copies of any letters or emails related to the complaint

**Please provide your details**

|  |  |  |  |
| --- | --- | --- | --- |
| First name(s) |  | Title | |
| Surname |  | | |
| Postal Address (including postcode) |  | | |
|  |  |  | |
| daytime phone |  | Mobile | |
| home phone |  | Email |  |

**please indicate to whom your complaint or compliment refers**

☐ General ☐ Board Chairperson

☐ Trust Manager ☐ Board Member

☐ Trust Staff Member  ☐ Other (please specify)

# Please detail the complaint or compliment

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# In the case of a complaint, please tell us how you think it could be addressed or resolved

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You can email the completed form to the Trust Manager at [graeme.parrott@elseapark.co.uk](mailto:graeme.parrott@elseapark.co.uk)

If your complaint regards the Trust Manager, you can send it to the Chairman at [jono.brough@elseapark.co.uk](mailto:jono.brough@elseapark.co.uk).

Alternatively, you can print and post the completed form, marked “Confidential” to:

The Trust Manager **or** The Trust Chairman

Elsea Park Community Trust

The Centre @ Elsea Park

1 Sandown Drive

Bourne

PE10 0US