



## 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

- |   |   |
|---|---|
| <input type="checkbox"/> General            | <input type="checkbox"/> Board Chairperson      |
| <input type="checkbox"/> Trust Manager      | <input type="checkbox"/> Board Member           |
| <input type="checkbox"/> Trust Staff Member | <input type="checkbox"/> Other (please specify) |

CONFIDENTIAL (when complete)

**Please detail the complaint or compliment**

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

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 [iono.brough@elseapark.co.uk](mailto:iono.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

CONFIDENTIAL (when complete)