**Stronger Kent Communities**

**Complaints form**

We hope that many complaints can be resolved informally by talking to the person you believe to be responsible, or with their line manager. (Stage 1 in our complaints procedure as set out in our [*Compliments,* *Comments and Complaints policy*](https://strongerkentcommunities.sharepoint.com/sites/SD/Shared%20Documents/Policies/Policy%20no%208%20Compliments%20Comments%20and%20Complaints%20March%202023.docx)).

If you have not been able to resolve your complaint informally, please complete the form and email to sue.tucker@strongerkentcommunities.org.uk or post to the Operations and Development Manager, Stronger Kent Communities, Ashford Volunteer Centre, Berwick House, 8 Elwick Road, Ashford, Kent TN23 1PF.

If your complaint concerns the Operations and Development Manager, please address it to The Directors at the address above, or email contact@strongerkentcommunities.org.uk with Complaint FAO The Directors in the subject line.

**UK GDPR**

Please see our [Privacy Policy](https://strongerkentcommunities.org.uk/privacy-policy/)to see how we process your personal data in compliance with UK GDPR (UK General Data Protection Regulation).

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**YOUR DETAILS**

Name:

Email:

Phone: Can we leave a message?  Yes  No

How would you prefer us to contact you? Please indicate:

Email Phone Text message

**YOUR COMPLAINT**

*Please give details of your complaint, including date and location of event as appropriate.*

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**Signature:** **Date:**

Thank you. In accordance with our compliments, comments and complaints policy, we will send you an acknowledgement within 5 working days and aim to provide you with a formal response within 10 working days.