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The Wish Centre Complaints Reporting Proforma

**Information for complainants**

If you have a complaint about a matter relating to the Wish Centre and it has not been possible to resolve it at the early resolution stage (Stage 1) your complaint needs to now be considered at Stage 2 (complaint investigation).

To help us investigate your complaint please would you fill in the complaints reporting form. If you have any relevant documentation you wish to submit please include it with the form.

A member of staff can help you complete the form or you may want to ask a relative or friend to help.

Please include any relevant information and documentation. If the documentation is not relevant to the complaint we may not consider it.

Once we have received your information and documentation we will begin the investigation. We will agree with you the matters to be investigated and put this in writing to you.

**Important information**

The complaint form and any supporting documents will be seen by the person investigating your complaint and may be seen by anyone named in it and by relevant staff in the service the complaint relates to.

Once completed you can email it to the CEO at [info@thewishcentre.org](mailto:info@thewishcentre.org) or send it to CEO, The Wish Centre, Unit 21, Business Development Centre, Eanam Wharf, Eanam Old Road, Blackburn, BB1 5BL. Please mark your envelope Private & Confidential.

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**Complaint Form**

**Personal Details**

|  |  |
| --- | --- |
| First name: |  |
| Surname/family name: |  |
| Address: |  |
| Email: |  |
| Telephone: |  |

**Your complaint**

Please provide a summary of your complaint below (max 400 words)

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1. Please describe what action you have taken to pursue the complaint to date (200 words max)

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1. Please provide a brief explanation of the issue(s) you consider to be unresolved (400 words max).

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|  |

**Supporting Documentation**

Are you submitting any additional, supporting documentation for consideration? Yes/No

Please attach any relevant documents to the form.

On completion of the form email it for the attention of the CEO, [info@thewishcentre.org](mailto:info@thewishcentre.org)

or send it to the CEO, the Wish Centre, Unit 21, Business development Centre, Eanam Wharf, Eanam Old Road, Blackburn, BB1 5BL. Please mark your envelope private and confidential.

Signature:

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| --- |
|  |

Date:

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