

# Complaints Procedure Form



Penny Appeal's policy is to take all complaints received from everyone who contacts us for help, information and support seriously. We work persistently to ensure the service we provide meets the needs required, however we acknowledge that there may be occasions when the support we offer may not meet the level of consideration expected.

Please contact the Wellbeing Services Coordinator on [mytime@pennyappeal.org](mailto:mytime@pennyappeal.org) as a first step in order to see if the complaint can be resolved with an explanation or apology. All staff members will do everything they can to put things right.

If you are not happy with the response or feel the matter is a more serious issue you may wish to make a formal complaint in writing to Penny Appeal, Cross Street Chambers, Cross Street, Wakefield WF1 3BW.

In order for us to deal with your complaint effectively please complete the form below.

Penny Appeal aims to acknowledge your complaint in writing within 5 working days. If you are unhappy with the response you have the right to appeal and details regarding this will be included in the initial letter, we send you.

Penny Appeal acknowledge the importance of feedback and ensure we learn from feedback received.

**Complaint Information**

**Full Name:**

**Address:**

**Contact Number:**

**Email Address:**

**Date of Incident:**

**Complaint Details (Please include: how it occurred, how it has affected you and what you consider we should now do to put the matter right or prevent it happening again):**