|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **RW COMPLAINT FORM FOR VOLUNTEERS AND CONTRACTORS** | | | | | | |
|  | | | | | | |
| 1. Details of Complaint (to be completed by complainant or officer taking complaint) | | | | | | |
|  | | | | | | |
| Complainants Name: | | |  | | Date of Feedback: |  |
| Organisation: | |  | | | | |
|  | | | | | | |
| Address 1: |  | | | | | |
| Address 2: |  | | | | | |
| Town: |  | | | | | |
| City: |  | | | | | |
| County: |  | | | Post Code: |  | |
|  | | | | | | |
| Phone | Home: | |  | |  | |
| Mobile: | |  | |  | |
| Email | Home: | |  | | | |
| Work | |  | | | |
|  | | | | | | |
| **Nature of complaint:** (please continue on a separate sheet if necessary) | | | | | | |
|  | | | | | | |

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| --- |
| **Nature of complaint Continued:** |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Complainants Signature | | | |
| Signed: |  | Date: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **2. Action Taken by Refugees Welcome (Office Use Only)** | | | |
|  | | | |
|  | | | |
| **3. Closing of Complaint** | | | |
|  | | | |
| Has feedback satisfactorily resolved the complaint: | Yes | No |  |
|  | | | |
| If (No) is there any further action required? (Use separate sheet if required) | | | |
|  | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Officer handling complaint | | | | |
| Name in capitals: | |  | | |
|  | | | | |
| Signed: |  | | Date: |  |