

COMPLAINT FORM

You have the right to complain about our service or an individual of the organisation.

On receipt of your complaint an acknowledgment will be sent to you within 3 working days from the Chief Officer and a full response will be sent within 21 working days of a fully completed form and receipt of all relevant information we require. If the information contains details of another person we will need to seek their consent before we can continue with your complaint.

If the Board of Trustees are required to undertake any further enquiries they will report the decision to the complainant within thirty days. The time limits expressed in this procedure will be regarded as the normal time limits. They may however be extended by mutual agreement.

Please note; you may make a complaint without completing this form; but this must be in writing. If you do not use the form, please provide all of the information requested below as this is needed to process your complaint and missing information could result in a delay.

1. PERSONAL DETAILS

Name:	
Address: Postcode:	
Email Address:	
Telephone Number:	

2. SPECIAL REQUIREMENTS

Please give details of any special needs we need to consider, when we are dealing with your complaint and communicating with you:

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3. THE COMPLAINT

Date & Time Incident Occurred:

Please give as much detail about your complaint, stating names wherever possible.
Please continue on a separate sheet if necessary.

If you have already verbally spoken to a member of SoBS regarding your complaint, please give the name and date:

4. EXPECTED OUTCOME

What do you think should be done to put things right?

Please note that in investigating your complaint Survivors of Bereavement by Suicide may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Please send the completed form to: The Chief Officer, SoBS National Office, The Flamsteed centre, Albert Street, Ilkeston, Derbyshire, DE7 5GU

If your complaint is about the Chief Officer, it will be forwarded to the Chair of the Board of Trustee.

DECLARATION

I certify that the information given on this application form is true and that any attempt to mislead, may result in legal proceedings against me. I am aware that the response period of 30 days, will not commence until SoBS is satisfied that the organisation has all the necessary information and that it may be necessary to obtain further details in order to fully respond to the complaint.

Signature:	
Print name:	
Date:	

Data cleansing of any complaint is undertaken 7 years after the complaint has been resolved and all records will be destroyed appropriately, either by shredding or removed off electronic systems.