Complaint Form

Please use this form to tell us about your complaint.

First, please give us your details and the details of anyone complaining with you

Surname:
First name(s):
Date of birth:
Daytime phone:
Address for writing to you:
(including postcode)
Email:

If someone is complaining on your behalf (e.g. carer, relative) please give us their details:

Their name:                    Relationship to you
Address for writing to them:
(including postcode)
Their Daytime phone:
Their Email:

A reference number (e.g. your CAP account number):

Please tell us what your complaint is about:

Please tell us what you feel should/should not have happened:
Please tell us what you would like us to do now:

Signature____________________date________Signature____________________date________

You need to sign, even if someone else is complaining on your behalf. This will show us that you have given them your permission to complain on your behalf.

If you are making a joint complaint, please ensure that you both sign the form.

Please either hand this form to your CAP Money Coach or post this to the CAP Money Team at our Head Office address in Bradford.

You will receive a response within five working days of the receipt of your complaint.

Please ✔ to show you have

- enclosed copies of any correspondence you think is relevant to your complaint.
- enclosed copies of other relevant information.
- included everything you want to tell us about your complaint.

We will use the details you give us on this form to look into your complaint. We may need more information from you.

If you are a CAP Money Plus clients and your complaint is regarding the CAP Money Plus debt counselling service or a caseworker, then you should follow the CAP Debt Help complaints procedure - as a different team handles these complaints.

www.capuk.org 
info@capuk.org 
Tel: 01274 761 999

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