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| COMPLAINT RECORD NUMBER: # | |
| **Groundwork East Complaint Form** | groundwork logo 354 C |
| **Groundwork East seeks to ensure the highest possible standards of service to partners, funders, clients and all those with whom Groundwork East has dealings in line with the Trust’s purpose and core values, limited only by available funding and staffing resources.**   * Please complete ALL sections. * If handwriting, please use BLOCK CAPITALS. If you need to continue on a separate sheet please staple the continuation sheets(s) to the completed form. * If completing electronically, all boxes will expand to fit your text. * For further information or to submit a complaint via email, please contact either the Chief Executive [carolyn.reid@groundwork.org.uk](mailto:carolyn.reid@groundwork.org.uk) or the Operations & Development Director at [anna.martin-edwards@groundwork.org.uk](mailto:anna.martin-edwards@groundwork.org.uk) and provide the relevant details as set out below. | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **Name**: |  | | | | | | | **Title**: |  |
| **2** | **Is your complaint on behalf of an organisation or group?** | | | | | | | **YES / NO**  (*Please delete as appropriate)* | | |
| *If yes,*  **Name of organisation/group**: | | | |  | | | | | |
| **Position you hold**: | | | |  | | | | | |
| **3** | **Address**:*(for correspondence)*: | | | |  | | | | | |
| **4** | **Telephone**: | | Day: |  | | Mobile: |  | | | |

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| **5** | **Do you wish to make a complaint about**: *(please tick relevant box)* | | |
| **a) A member of Groundwork staff**  *Name of member of staff* |  |  |
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| **b) A Groundwork project**  *Name and location of project (where applicable):* |  |  |
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| **6** | **Your complaint** Please tell us: *what happened; when it happened; and who you notified and describe their actions*  Wherever possible, include dates, times and locations of any incidents/meetings, names of staff involved and copies of relevant paperwork/letters. |
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| **7** | **What corrective action(s) would you like to see happen?** |
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| **Signature:** |  | **Date:** |  |

***Please make and keep a copy of your completed complaint form/email before sending us the original.***

Where appropriate, please send the original complaint form signed and dated to:

### Chief Executive

### Groundwork East

**Mill Green**

**HATFIELD  
Hertfordshire**

**AL9 5PE**

Please mark your envelope: **PRIVATE & CONFIDENTIAL**.

*Groundwork East will provide a response to your complaint within 14 days. Please indicate how you would prefer to receive this acknowledgement by ticking the appropriate box:*

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| ***By phone*** |  |  |

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| ***By letter*** |  |  |

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| ***By email*** |  | ***Email address****:* |  |

***This form contains confidential information which will not be shared with others except in accordance with Groundwork East’s Data Protection Policy and the GDPR. The Privacy Notice can be read on our website*** [***https://www.groundwork.org.uk/hubs/east/groundwork-east-privacy-notices/***](https://www.groundwork.org.uk/hubs/east/groundwork-east-privacy-notices/)

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***For internal use only by Groundwork East***

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| Complaint received by: |  |
| How complaint received: |  |
| Date complaint received: |  |
| Date acknowledgement sent: |  |
| Complaint passed on to [specify]: |  |
| Date complaint passed on: |  |
| Reference: |  |