

# COMPLAINTS FORM



If you feel that you have been unfairly treated, it is best to resolve the problem at an early stage by talking to the person concerned. Should you wish to take the matter further or make a formal complaint about any part of NEWTEC's services, you are invited to complete this form.

You will receive a receipt acknowledgement letter within 5 working days. Thereafter we aim to investigate and determine an outcome within 15 working days.

Please outline the nature of your complaint in the space below:

## 1. Date of this Complaint\Date of Incident

\_\_\_\_\_ \ \_\_\_\_\_

## 2. Name of complainant

\_\_\_\_\_

(This does not have to be provided if the complainant wishes to remain anonymous, but it must be recognised that in the absence of a name, it will not be possible for NEWTEC to provide direct feedback or response).

## 3. Contact Details

Address \_\_\_\_\_

\_\_\_\_\_

Email \_\_\_\_\_

## 4. Details of Complaint

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Please return this form marked Private & Confidential to the Head of Customer Services (SLAs)