

# FEEDBACK - COMPLAINT FORM

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Preferred Contact Details: phone: \_\_\_\_\_ email: \_\_\_\_\_

I am making a complaint  A complaint is letting MK know their service is not 'hitting the mark'.

I would like to provide feedback

Fill in this section if someone is assisting you to complete this form

Name of representative: \_\_\_\_\_ Organisation: \_\_\_\_\_

Email: \_\_\_\_\_ Role: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Details of complaint:

Date the problem or concern arose: \_\_\_\_\_

Who was involved \_\_\_\_\_

Please provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision you are unhappy about.

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

Or

Please let us know what feedback you would like to provide us:

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

What outcome(s) are you seeking? Do you want us to change anything in future?

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

How would you like us to let you know about the process of your complaint? (please circle)

In person      By phone      By email      By mail

Please attach any supporting information

Please see reverse side for how to submit your complaint or feedback.

