COMPLAINTS AGAINST UKCP

Our aim is to provide a high quality of service in all our work. We take complaints seriously and welcome your feedback on the service that we provide.

Usually a phone call to the person you have been dealing with will allow UKCP to put things right quickly. If you are still dissatisfied, you may wish to speak to their manager. Any member of UKCP staff will be happy to provide you with contact details for the correct person, or to take details from you and arrange for them to call you at a convenient time.

If you are still dissatisfied, and would prefer to make a formal complaint, please complete this form and return it to us as set out below.

|  |  |
| --- | --- |
| Your Name: |  |
| Your Address: |  |
|  |  |
|  |  |
|  |  Post Code:  |
| Daytime Phone Number: |  |
| E-mail: |  |

If your complaint concerns a specific member of staff, please tell us their name.

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Please describe your complaint as fully as possible. If you have copies of letters or emails that relate to your complaint, it would help if you could send them with the form. Please include the names of any members of UKCP staff with whom you have already discussed your complaint.

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Signature ………………………………………. Date …………………………………

Thank you for completing this form. There are three ways to send the completed form to us.

1. **By email,** together with electronic copies of any supporting information, to hr@ukcp.org.uk

1. **By Post,** together with any supporting document(s) to**:** HR Manager, UKCP, America House, 2 America Square, LONDON, EC3N 2LU. Please mark your envelope 'Private and confidential'.

We will acknowledge your complaint within three working days of receipt.