

**Customer Complaint Form – General\***

**Forms can be or emailed to Dirin Hamakarim at** **Dirin@watfordwomenscentre.org.uk**

**or Fiona Miller at** **Fiona@watfordwomenscentre.org.uk**

**Alternatively, contact 01923 816 229**

|  |
| --- |
| **Customer Information** |
| **Customer Name:** | **Customer Mobile Number:** |
| **Customer Address:** | **Customer Email Address:** |
| **Services Used: (tick as appropriate**

|  |  |
| --- | --- |
|  | **Careers Advice including Job Club** |
|  | **Counselling** |
|  | **Courses** |
|  | **Domestic Abuse Support** **inc. Signposting to Legal Advice** |
|  | **Relationship Support (My Ally)** |
|  | **Reception** |
|  | **Other** |

 |

|  |
| --- |
| **Complaint Information** |
| **Details of Complaint:** |
| **Date of Complaint:** | **Signed:** |

|  |
| --- |
| **Office Use** |
| **Date Complaint Received:** | **Complaint Assigned To:** |
| **Stage 1 Resolution Description:** |
| **Further Action Required?**

|  |  |
| --- | --- |
|  | **Yes** |
|  | **No** |

 |
| **Stage 2 (if applicable)****Date:** |
| **External (if applicable)****Date:** |
| **Date(s) of Resolution/stage:** | **Date (s) Client Notified:** |
| **Signed:** | **Printed:** |