

Your name*:

Your address*:

Your telephone number*:

Your email address*:

*We will contact you using your preferred contact method as your Complaint is handled.

If you are making a Complaint on behalf of someone else, please include that person's details as well as your own

If you are making a complaint about a particular transaction, please give us the time, date and circumstances of the transaction or the relevant invoice number:

If you are making a complaint about a particular employee, volunteer or subcontractor of ours, please give us the name and, where appropriate, position of that employee, volunteer or subcontractor:

Please provide us with further details of your complaint including, as appropriate, all times, dates, events, and people involved:

(feel free to add additional pages if needed)

Please provide us with details of what You would like Us to do to resolve the Complaint and to put things right. (Please note that whilst We will make every reasonable effort to accommodate such requests, We are not bound to take

any action beyond that which We may be contractually or otherwise legally obliged to take.)

Details of any documents or other evidence you wish to rely on in support of your complaint should be sent with this form:

In writing, addressed to Directors, Fall into Place, Heart Centre, Headingley Enterprise & Arts Centre, Bennett Road, Headingley, Leeds, LS6 3HN

AND/OR

By email, addressed to Sarah info@fallintoplace.co.uk; alternatively to the Chair of Trustees at chair@fallintoplace.co.uk