

Greenwich Toy & Leisure Library Association
Complaints Form

To proceed with a complaint please complete this form and return to the Services Manager of Greenwich Toy & Leisure Library Association. This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & Time Incident Occurred:

Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary

If you have already verbally spoken to the staff member regarding your complaint please give the name of staff:

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What do you think should be done to put things right?

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Please note that in investigating your complaint Greenwich Toy & Leisure Library Association may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

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Date:

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For Office Use

Date Received:

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Date Acknowledgement Sent:

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**Date Outcome of investigation
Communicated to complainant:**

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Outcome of the complaint:

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Chair Signature:

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Date:

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