



THE RENEWAL PROGRAMME

COMPLAINTS FORM

If you wish to complain about the Renewal Programme, please fill in the following information and return the form to us.

If you wish to email this form you can find a list of Managers for each of our services on our website www.renewalprogramme.org.uk, or you can send your form to info@renewalprogramme.org.uk or you can post it to 395 High St North, London, E12 6PG.

Your details

Name:

Address:

Postcode:

A phone number we can contact you on:

An email address should we need to write to you:

Date of completing this form:

If your complaint relates to a specific event or place, please tell us.

The date that complaint relates to:

The place that complaint relates to:

If you have already raised your concern, please tell us.

Name of the staff member you have complained to:

The date you made the complaint:

Please say what you are complaining about:

- Renewal Programme Carer Service
- Renewal Programme Refugee and Migrant Service
- Renewal Programme Training & Education
- Renewal Programme Youth Service Renewal
- Programme Supported Housing
- Making a donation
- Hall Hirer
- Other

If you are complaining on behalf of someone else, please tell us.

Who are you representing:

What is your relationship with them?

Please tell us details of your complaint

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Please tell us what you think should have happened.

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Please tell us what you would like us to do now.

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**Thank you for completing this form.
We will acknowledge your complaint in two working days.**