



# THE CHICHESTER SINGERS

## Complaints Form

If any member of the Committee receives a verbal complaint, write down the facts of the complaint as follows and pass this form to the Hon. Secretary within one week of receipt of complaint. If you can resolve the complaint yourself, please complete the form anyway and pass it on so that we can keep a record.

Complainant's details \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Telephone number \_\_\_\_\_

Email address \_\_\_\_\_

Relationship of the complainant to The Chichester Singers (member, patron, audience etc)

\_\_\_\_\_

Details of the complaint

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date complaint received \_\_\_\_\_

Action taken to resolve complaint (including dates) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Final resolved date \_\_\_\_\_

Response received from complainant Y / N

Details \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Escalated to Stage 2 Y / N

Action taken to resolve complaint at stage 2 (including dates) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

External assistance required? Y / N

Actions taken \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed off by \_\_\_\_\_ (Chairman)

Date \_\_\_\_\_