

Formal Complaint Form

Havant and East Hants Mind is committed to providing our service users with a professional quality service and to continuously improve these services. We realise that there are times when we don't always succeed or when additional feedback is needed. If you are unhappy about the services that we provide to you, we want to hear about it. Without your feedback we cannot improve. Any information submitted via this form will be treated confidentially in accordance with our [Privacy and Data Protection Policies](#).

Instructions This form can be filled out electronically and sent via email or printed out and mailed in. Alternatively, you can call us directly and submit your formal complaint verbally.	
Complainant's Name & Address (leave blank if anonymous)	
Preferred Contact Method <input type="checkbox"/> Email <input type="checkbox"/> Telephone <input type="checkbox"/> Mail	<i>provide email or phone number if preferred contact.</i>
Date of Formal Complaint	
Formal Complaint Details	
<p><i>To be completed by HEH Mind staff</i></p> <p>Staff member who received the complaint: _____</p> <p>How was complaint received: <input type="checkbox"/> written <input type="checkbox"/> email <input type="checkbox"/> verbal (transcribed)</p> <p>Actions taken: <input type="checkbox"/> Lamplight report created <input type="checkbox"/> Service Manager notified <input type="checkbox"/> CEO notified</p>	