

COMPLAINTS FORM

This form may be used to make a complaint about services provided by the National Federation of Voluntary Service Providers (NFVSP). Complaints may also be submitted in person, with an assistant, by phone, e-mail or by someone acting on your behalf.

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If you need information in a different format (*eg* Braille, large print *etc*)

or if you have other specific needs, please let us know.

Full contact details are listed at the bottom of this form.

This form should be read in conjunction with National Federation of Voluntary Service Providers Complaints Procedure available from the NFVSP office.

**First, please give us your details**

|  |  |  |
| --- | --- | --- |
| Surname |       | title       |
| First name(s) |       |
| Address for writing to you |       |
|  |  |
| Daytime phone  |       |
| Home phone |       |
| Mobile  |       |
| Email  |       |

# If you are making this complaint on behalf of a business, charity or trust please fill in these details

|  |  |
| --- | --- |
| Organisation Name |       |
| Address  |       |
| Phone |       |
| Email |       |

|  |
| --- |
|       |
|

|  |  |  |
| --- | --- | --- |
| day | month | year |
| * When did the alleged incident take place?
 |       |       |       |
|  |  |  |
| * Where did it take place?
 |       |   |   |
|  |  |  |  |
| * Who was involved?
 |  |  |   |
|       |  |  |  |
|       |  |  |  |
| * Was any effort made to resolve this informally?  **YES**
* If
 |       |  **NO**  |       |
|  |  |  |  |
| * If yes, please set out details:
 |  |  |  |
|       |
|       |
|  |

 |
| Any other details that you think will help us understand your complaint       |

# Please tell us what your complaint is about

### Sign here **If you’re signing on behalf of an organisation, please give your job title.**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_

Signature Date Job Title

**Please send to…**

Complaints Officer

National Federation of Voluntary Service Providers

Oranmore Business Park, Oranmore, Galway

**Tel :** 091 792316 **Email :** info@fedvol.ie