

**Complaints form**

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| **Name** |
| **Address** |
| **Phone number** | **Email** |
| **Preferred method of initial contact**In order to investigate your complaint, we will probably need to speak to you |
| **What is your connection to Ridgeline?** |

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| **Please tell us about your complaint. It would be helpful if you can give as much information as possible about why you wish to complain. If your complaint relates to a specific incident please include details such as the date, place and who was present.** |

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| **How would you like your complaint to be resolved?****Are there any issues arising from your complaint that Ridgeline should address such as changes to our policies and procedures? If yes please tell us what changes you would like to see** |

**Thank you for your feedback. One of the Trustees will be in touch with you within the next 10 working days to discuss your complaint further.**

**Please note that in order to investigate your complaint we may need to share the substance of your complaint with colleagues who have either been named or were otherwise involved. Please be assured that your contact details will only shared with the Trustee designated to investigate your complaint**

**Signed: ………..……………………………………………………………**

 **Print Name: :………………………………………………………………**

 **Date: ………………………………………………………………………….**

**Please either post your form to Ridgeline Trust Therapeutic Garden, 25 Whiteknights Road, Reading RG6 7BY marked for the attention of the Chair of Trustees or email to** **admin@ridgelinetrust.org.uk** **with For the Attention of the Chair of Trustees in the subject line**