

Complaint form

Please use this form to tell us about your complaint – so we can see if we're able to help you.

If you're not sure about anything – or have any difficulties filling in this form – just phone us on **08456 585030**



If you need information in another format (eg Braille, large print etc) or in a different language, or if you have other different needs, please let us know.



You can download this form off our website (www.rundles.org.uk) to complete by hand. Or you can fill it in on screen – then print it off and post it back to us.

Please give us your details

... and the details of anyone complaining with you

surname	title	title
first name(s)		
occupation (if retired, previous occupation)		
date of birth		
address for writing to you (include postcode)		
daytime phone	mobile	
home phone	email	

If someone is complaining on your behalf (eg a solicitor or relative) please give us their details

their name	relationship to you
address for writing to them (include postcode)	
their daytime phone	fax
their email	ref

What service you're complaining about

Please tell us the name or type of the service

Please provide your client and/or Debtors reference number

Please tell us what your complaint is about

Time limits may apply to your complaint – so we need to know the following dates

- When did the advice, action or poor service that you're complaining about take place?

day	month	year

- When did you first complain?

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Please give us any other details that you think will help us understand your complaint

accessibility



Would you like us to adapt the way we communicate with you, or to make any other adjustment (such as writing to you in a language other than English, using Text Relay etc), in order to meet a specific accessibility or disability need?

*YES NO



* If YES, please give us brief details of how we can help you.

Please read and sign this declaration

“ I would like the Rundle & Co Limited to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.

I understand that:

- you will need to handle personal details about me – which could include sensitive information – in order to deal with my complaint effectively;
- you may need to exchange information about my complaint with the Council who have instructed us and any other relevant organisations;
- you handle complaints differently from the courts – and you usually settle disputes by phoning and writing.

”

Sign here

You need to sign, even if someone else is complaining on your behalf. This shows that you have given them your permission to complain for you.

If you're signing on behalf of a business, please give your job title.



signature

date

signature

date

Please make sure you have ...

- ✓ included everything you want to tell us about your complaint
- ✓ enclosed copies of relevant documents

Post your form to ...

Rundle & Co Limited
53 Northampton Road
Market Harborough
Leicestershire
LE16 9HB

Phone 08456 585030
*For security and training purposes,
we may monitor or record phone calls*

Fax 01858 461799
Email complaints@rundles.org.uk
Website www.rundles.org.uk

We will use the details you give us on this form to see if we can help you with your complaint. But we may need more information from you.