

## Menphys Ltd Formal Complaints Form

Your Name:	
Child/Young Person's Name:	
Your relationship to child:	
Address:	
Post Code:	Daytime Tel No:
Mobile No:	Email address:
Please give concise details of your complaint:	
What action, if any, have you already taken to try to resolve your complaint? (Whom did you speak to, when and what was the response?):	
What actions do you feel might resolve the problem at this stage?	

Are you attaching any paperwork? If so, please give details:

Signed

Date:

**WHERE TO SEND THIS FORM**

Please send this form marked confidential to Menphys Ltd Complaints, Address:  
Address: Unit B, Best House, Grange Business Park, Enderby Road, Whetstone,  
Leicestershire, LE8 6EP

**WHO TO SEND THIS FORM TO**

If the complaint is about the Menphys Special Outreach Service or any member of staff working within it please address it to;

Jenny Chapman - Service Manager Menphys Special Outreach Service

If the complaint is about the Fundraising and Marketing Team or the Menphys Charity Shop any member of staff working within it please address it to

Tracey Morris – Fundraising and Marketing Manager

If the complaint is about either of the above persons then please address it to;  
Lyn Edwards – Executive Director Menphys Limited

Official Use:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date: