

Visions of a Helping Hand Charitable Trust



Feedback and Complaint Form

This form is to be used by clients, tenants or third parties to document a feedback or complaint. This must be lodged within 30 days after the event took place.
Failure to provide all information may result in a delay processing your request.

Details	
*Full Name:	
*Address:	
*Contact Phone #:	
*Email address:	

Feedback or Complaint Information	
*Date of event:	
*Summary of feedback or complaint. (In your own words, what happened?) N.B. Attach an additional page if necessary.	
What can we do to address the feedback/complaint?	
*Further Action/Follow up:	

Witness Details (if any)	
Name:	
Contact Phone #:	
Email address:	

What happens next?

When we receive your completed form, we will contact you to acknowledge its' receipt within 3 working days. We will respond and provide a summary of the feedback/complaint within 10 working days. If an issue cannot be resolved within the 10-day timeframe, we will continue to work to resolve it and update you at monthly intervals.

