COMPLAINTS FORM

(You may wish to use this form to register your complaint but if you would rather provide the details in a different way, please feel free to do so.)

Your name:.....Today's date.....

Your membership number (if possible):……

Your address:……

……

Details about the best way we can contact you (eg. phone, letter, e-mail):……

Details of the issue generating the complaint (eg. date, location etc.)

……
……
……
……
……
……
……
……(Please continue overleaf if necessary)

Was the matter resolved to your satisfaction by the member of staff on duty at the time or would you like the matter to be referred to the Complaints Officer? ……

(If you wish this matter to be pursued, please send this to: The Complaints Officer, Save'n'borrow, The Old Town Hall, The Shambles, Stroud, GL5 1AP. Thank you.)