**FNF Complaints Policy Appendix 1: Complaint Form**

**Complainant Details**  
• **Name**:  
• **Contact Information**:  
o **Phone**:  
o **Email**:  
o **Address**:

**Complaint Details**  
• **Date of Complaint Made** (Date complaint submitted in writing): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
• **Date of Incident** (If applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
• **Description of Complaint**:  
*(Please describe what happened, who was involved, and why you are dissatisfied)*

**Supporting Information**  
• **Have you raised this issue with anyone before?** ☐ Yes ☐ No  
If yes, please provide details:

• **Supporting Documents** (Attach if applicable): ☐ Yes ☐ No

**Desired Outcome**  
• What would you like to see happen to resolve this complaint?

**Declaration**  
I confirm the information provided is accurate to the best of my knowledge.  
• **Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
• **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Complaint Resolution Dates**  
• **Date of Complaint Made (Written)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
• **Date of Written Response Given**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Verbal Feedback**  
• If initially raised verbally, please provide the name of the person it was communicated to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Note**: Verbal feedback, including concerns or compliments, is not considered a formal complaint unless submitted in writing.

**Submission Instructions**  
Please submit this form via:  
• **Email**: [complaints@florence-nightingale-foundation.org.uk]  
• **Mail**: [10-18 Union Street, London SE1 1SZ