**EnterprisingYou**

**Compliments, Complaints & Suggestions Form**

**1. Your Details**

|  |  |  |
| --- | --- | --- |
| Your full name: |  | |
| Contact Address: |  | |
| Fixed Line Telephone Number(s): |  | |
| Mobile Telephone Number(s): |  | |
| Email Address: |  | |
| Please indicate your preferred method of communication regarding acknowledgement and any future response correspondence:  *Please note, we will always endeavour to contact you formally in writing, either via email or by letter in the post, but we are happy to discuss any element of your feedback over the telephone at any point.* | Email | Post |
|  |  |

**2. The Nature of your feedback**

|  |  |
| --- | --- |
| Area of the EnterprisingYou service which your feedback relates to: |  |
| Please describe your compliment, complaint or suggestion:  Please be as specific as you can. Include any names or dates as this may help resolve your feedback. Please feel free to use the back of this form or attach additional information as necessary. You can also contact us if you need any help in completing this form |  |
| Please tell us how you would like to see your feedback resolved: |  |

## 3. Further information

Further information and a copy of our Customer Complaints Procedure can be obtained by contacting [Feedback@growthco.uk](mailto:Feedback@growthco.uk)

Once completed, you can return this form via email to [Feedback@growthco.uk](mailto:Feedback@growthco.uk) or you can send a hard copy in the post to Gary Jarvis, Complaints Team, The Growth Company, Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW.

This policy outlines our approach to handling and dealing with complaints. The policy also contains all our contact details should you require any further information.

Your data, personal details and the nature of your feedback will be treated in the strictest of confidence and in accordance with our data protection procedure.