

# Complaint and Appeal Form

For further information please refer to the North West Offroad (NWO) Complaints and Appeals Statement (QMS 2) and supporting procedure (QMS 3.5).

Personal Details			
Title	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> MS <input type="checkbox"/> Miss <input type="checkbox"/> Other (please specify) _____		
Surname		First Name	
Postal Address			
		Postcode	
Home Phone		Work Phone	
Mobile Phone		Fax	
Email Address			
I am	<input type="checkbox"/> Staff <input type="checkbox"/> Customer <input type="checkbox"/> Contractor <input type="checkbox"/> Supplier <input type="checkbox"/> Other _____		
Please indicate which is applicable <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal			
Reason for Complaint /Appeal			
<input type="checkbox"/> Services Provided	<input type="checkbox"/> Staff Behaviour	<input type="checkbox"/> Components	
<input type="checkbox"/> Facilities	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Other (Please identify)	
<input type="checkbox"/> Service Content/Information	<input type="checkbox"/> Privacy Breach		
Nature of the Complaint / Appeal			
Outline the nature of the complaint/or indicate cause for appeal.			
Identify if any steps have been taken to resolve this issue?			

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What action would you like to see occur to support resolving the issue?			
<b>Witnesses / Support (if applicable)</b>			
The following person (s) were witness to this issue and have agreed to provide additional information			
<i>Name</i>		<i>Name</i>	
<i>Address</i>		<i>Address</i>	
<i>Phone</i>		<i>Phone</i>	
<i>Signature</i>		<i>Signature</i>	
<b>Declaration</b>			
I confirm that I have reviewed and understand the NWO, Complaints & Appeals Statement. I declare that the other party to the complaint may be contacted in an attempt to resolve the issues. I agree that NWO may conduct independent consultation and that I may be required to submit further information upon request and may be required to attend a meeting to discuss this matter further.			
<i>Signature</i>		<i>Date</i>	

<b>Administration Use</b>					
Received by		File Generated by		Managed by	
<i>Name</i>		<i>Name</i>		<i>Name</i>	
<i>Signature</i>		<i>Initial</i>		<i>Signature</i>	
<i>Date</i>		<i>Date</i>		<i>Date</i>	
Acknowledged and letter sent by:	Signature			Date	
<b>Actions / Outcomes</b>					
Date	Action			Outcome	
<b>Outcome at end of process</b>					
<b>Outcome advised to all parties</b>	Signature			Date	
<b>Complainant advised of options</b>	Signature			Date	
<b>Complaint Closed</b>	Signature			Date	