

## About this Form:

In order for Norton Webb to deal with your complaint efficiently, please complete this form and return it to: FAO Quality and Compliance Team, Norton Webb Ltd, Kingswood House, 80 Richardshaw Lane, LS28 6BN.

If you have any queries completing the form and need to speak with our Quality and Compliance team, telephone **0113 2396540** during business hours, or alternatively email **[quality@nortonwebb.com](mailto:quality@nortonwebb.com)**.

For more information about our complaints process, please visit [nortonwebb.com/policies](http://nortonwebb.com/policies)

**Please complete the form below**

## Part 1 - Identification Details

All details captured in this form are confidential and will only be used for dealing with the complaint.

**Your Name**

**Name of Apprentice/Learner - if applicable**

**Your Relationship to Norton Webb - e.g. Apprentice, Parent, Carer, Mentor, Employer, Member of the Public**

## Part 2 - Your Contact Information

Required for forwarding any communication regarding this complaint, including formal outcomes and, in some cases, where to send back documentation evidence.

**Street - include house/flat number**

**Telephone Number**

**Town/City**

**Mobile Telephone Number**

**Postcode**

**Email Address - please print clearly**

Please turn over to complete Part 3

# Part 3 - Details of the Complaint

**Details of Your Complaint** - if you need more space, please attach to this form

**What Action, If Any, Have you Already Taken to Try and Resolve your Complaint?** - who did you speak to and what was the response?

**What Actions Do You Feel Might Resolve the Problem at This Stage?**

**Are You Attaching Any Paperwork?** - if so, please give details

# Part 4 - Signature

**Your Signature**

**Date** - dd mm yyyy

After completing, please return this form to Norton Webb Ltd (see contact details on page 1 in 'About this Form')