



## Complaint Form

It is important that the CMA Complaints Procedure is read and understood before completing this form.

You may wish to consult an advocate to assist with the complaint process. CMA can provide a list of potential advocates on request.

This complaint will be treated with regard to the CMA Confidentiality Policy.

### Registration of the complaint

If you wish to make a verbal complaint instead of filling in this form, please telephone the Operations Manager (OM), John Franks, on 01570 480584.

Date:  /  /

Name of complainant:

Name of CMA Centre/organisation:

Name of advocate (if applicable):

Contact telephone number of the complainant or advocate:

Nature of complaint: *(please tick)*

- Dissatisfaction with CMA's service or failure to deliver a promised service
- Dispute between the Centre and CMA regarding policy, procedure or activities
- Discourtesy or unhelpfulness on the part of CMA staff
- Other

### Details of the complaint: