

## Complaint Form

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Do you have a telephone number that we can contact you on? Yes  No

If yes, please give the number \_\_\_\_\_

When is the best time to contact you? \_\_\_\_\_

What is your complaint about? If you don't want to give many details about your complaint you can just ask for the Complaints Procedure Manager to contact you to discuss your complaint.

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If you would like someone to help you make your complaint we can put you in touch with an advocacy service. The Complaints Procedure Manager will talk to you about this.

When you have filled in the form you can

<b>post it to:</b>	<b>Or hand it in to Reception at:</b>
Complaints Procedure Manager, Adult Social Services & Housing Bath and North East Somerset Freepost SWB 10433 Bath BA1 1BF	Lewis House, Manvers Street, Bath The Hollies, High Street, Midsomer Norton Riverside, Temple Street Keynsham

# Monitoring Form

Please help us to monitor the use of our complaints procedure by completing the following:

Male  Female  Prefer not to say

## Which age group do you belong to:

0 – 17

18 – 65

65+

## Do you consider yourself to be disabled?

Yes

No

Prefer not to say

## What is your ethnic origin?

Asian/British Bangladeshi	<input type="checkbox"/>	Mixed Other	<input type="checkbox"/>
Asian/British Indian	<input type="checkbox"/>	Mixed White Asian	<input type="checkbox"/>
Asian/British other Asian	<input type="checkbox"/>	Mixed White/Black African	<input type="checkbox"/>
Asian/British Pakistani	<input type="checkbox"/>	Mixed White/Black Carib	<input type="checkbox"/>
Black/British African	<input type="checkbox"/>	Not known	<input type="checkbox"/>
Black/British Caribbean	<input type="checkbox"/>	Other Ethnic Group	<input type="checkbox"/>
Black/British Other Black	<input type="checkbox"/>	White British	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	White Irish	<input type="checkbox"/>
Declined to say	<input type="checkbox"/>	White Other	<input type="checkbox"/>

**This Comment Form can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from the Information Officer**  
**([information\\_officer@bathnes.gov.uk](mailto:information_officer@bathnes.gov.uk)) - Tel (01225 477983) Minicom (01225 477043)**