



## Turn2us Feedback Form

This is a: Compliment ☐ Complaint ☐ Query ☐ Suggestion ☐

Turn2us Reference:

Name .....

Date .....

Address .....

.....

Post code.....

Tel: .....

Email: .....

If you are writing on behalf of someone else please write that person's name here:

Name .....

Relationship to individual .....

Are they aware that you are writing on their behalf? Yes / No

Please give full details below of your compliment/complaint/query/suggestion, including dates and names where appropriate. Please also let us know if you have any special needs. E.g. Interpreter

If this is a complaint, please state what you would like to happen to sort it out:

Thank you for completing this form. Please send it to: Turn2us, Unit 9, Cefn Coed Parc,  
Nantgarw, Cardiff CF15 7QQ, United Kingdom

You will receive a full response within 20 working days of receipt of this form. See our  
[Compliments and Complaints Policy](#) for more information

Print Name: ..... Signature: ..... Date:.....

## Complaints Log

Ref #	Incident #	Date Received	Type <i>See Key</i>	Origin <i>See Key</i>	Format <i>See Key</i>	First name	Second Name	Organisation	Subject <i>See Key</i>	Details

Compliments Log (Cont.)								
Code See Key	Action Required Yes / No	Date of Action	Outcome Resolved / Unresolved	Recommendation	Responsibility See Key	Stage 1 escalation	Stage 2 escalation	Stage3 escalation

**KEY**

<b>Type</b>	Compliment Complaint Query Suggestion	<b>Origin</b>	Intermediary Charity Individual	<b>Format</b>	Email Letter Fax Telephone call	<b>Subject</b>	Helpline Website Individual Charity Out of Scope	<b>Code</b>	<u>Code List</u>
<b>Responsibility</b>	<u>Staff List</u>								

# Weekly Complaints Report

**Period Covered:** \_\_\_\_\_

Record Count	
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[illegible]