

# James Bowes Ltd

## Complaint Form

We are sorry that you are unhappy with something that we have done, or not done.

The first stage of a complaint is for us to record your concerns properly.

This form may be completed by the customer or a member of our staff, but

**all sections must be completed.** A member of our management team will promptly attend to your concerns appropriately.

Title: \_\_\_\_\_ First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone number(s): \_\_\_\_\_

Email: \_\_\_\_\_ Date of complaint: \_\_\_\_\_ Time: \_\_\_\_\_

Description of your complaint, with as much specific detail as possible:

If an employee helped complete this form, their name: \_\_\_\_\_

In what form was the complaint submitted (email, in person, letter etc): \_\_\_\_\_

You may submit a complaint electronically: simply scan completed form and email it to us at [stockport@jamesbowes.co.uk](mailto:stockport@jamesbowes.co.uk), stating "Complaint" in the subject box.