|  |
| --- |
| This form is required for submission of a formal complaint under the John Muir Trust’s Complaints Procedure. It should only be completed if informal attempts to settle the matter have failed or it is deemed inappropriate to attempt to do so.If you have any difficulty completing this form, please do seek help or assistance.The John Muir Trust will retain this information in line with its privacy policy which is in compliance of the General Data Protection Regulations.  |
| **YOUR DETAILS** |  |  |
| COMPLAINANT’S NAME : .………………………………….............……………………………………………………………………… |
| For a Complaint by a representative:REPRESENTATIVE’S NAME:: ………………………………………..Evidence of permission is attached [x]  Yes [x]  No | If you are complaining on behalf of someone else, please provide evidence of their permission for you to complain of their behalf and for the John Muir Trust to discuss matters with you (which may involve the disclosure of personal information and data). |
| Contact Informationemail address: ………………………………………………………………………………………………………………………………….ADDRESS FOR CORRESPONDENCE: ……………………..……….......................………………………………………………………………………………………………………………………………………………...Postcode: …………………………………………. |
| **YOUR COMPLAINT** |  |
| Please explain your complaint. *(You may complete/attach up to 2 sides of A4)* |  |
|  | If your complaint is lengthy please write your complaint as a numbered list of issues. Keep to the point and include relevant detail such as dates and locations. Please send evidence to support what you say (such as email, letters or other documents) with this form. If you have witness statements, please submit them with the permission of those making the statements and their contact details in the event of an investigation. |
| What steps have you already taken to resolve the issues informally?If you consider it inappropriate to attempt to do so. Please explain why. |
| What do you think the John Muir Trust (an employee, director, representative or a contractor) has done wrong / failed to do?  |  |
|  | Please explain why you feel that what the John Muir Trust has done/not done is wrong. Please identify the procedure, regulation or legal provision that you say the Trust has breached (if any).  |
| What would you consider to be a good resolution for your complaint? |  |
|  | Please note that whilst your views will be taken into consideration, the information given here will not necessarily determine the outcome. |
| Please read the following statements and sign below to indicate your agreement. * I have read and understood the John Muir Trust Complaints Procedure.
* I have provided **all** the evidence that I wish to rely on in this complaint
* All the information provided on this form as well as any additional documentary evidence I have provided, is an accurate and true reflection of the situation that led to the complaint outlined above.
* I consent to the John Muir Trust sharing the information on this form (and accompanying evidence) with such members of the John Muir Trust (staff, trustees or contractors) as may be required by the investigation.
* I am aware that, regardless of the outcome of this complaint, this paperwork will be retained by the John Muir Trust in accordance with its privavcy policy and in compliance with the General Data Protection Regulations.
 |  |
| Signed |  |
| ……………………………………………… (signature of complainant/representative)Dated: …………………………………….. | A signature is not required if the form is sent by email from an email address known to the John Muir Trust. Alternative arrangements will be made if the complainant cannot sign because of a disability.  |