

Complaint Form

We are always interested to hear your complaints and will do our best to put things right.

Any information you provide will be treated sensitively and in confidence and will not affect current or future treatment.

Please provide as much information as you can, including:



What problem occurred



When it happened



Where it happened



Your full name, address and a telephone number/email address you can be contacted on.

Date	Client
Nature of Complaint	

What would you like to happen next?

Please make your complaint in writing to:



AJ Case Management

James House

Newport Road

Albrighton

Shropshire

WV7 3FA



office@ajcasemanagement.com

Your complaint will be acknowledged within 24 hours. The matter will be investigated and you will receive a written response within ____ days.

Once your complaint has been fully dealt with by AJ Case Management, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or to register your complaint:

T: 0300 061 0614

E: advice@lgo.org.uk

W: www.lgo.org.uk

Date	
Signature	
Name	
Reviewed / Signed off by	
Date	