

**Form to register a concern or complaint**

Date of completing form	
Date relating to concern (if different)	
Name of person completing form	
Address of person completing form	
Email of person completing form	
Telephone number of person completing form	
<b>Details of concern raised:</b>	

*I certify that the details given above are factually correct to the best of my knowledge. I understand that they may be used as evidence if this matter is resolved through a legal process.*

Once completed, please submit your form to [info@southcroftlodge.co.uk](mailto:info@southcroftlodge.co.uk).

**Subject Title: Complaint**

**Thank you**

**What happens next?**

This Concern will be sent to our Senior Management Team.

Our Human Resources Team will formally notify you by email that we have received this complaint/ concern within a maximum of 5 working days.

We will write to you with the outcome of your complaint or concern within 28 working days of it being received.

If you would like to talk to a member of our team as well, please call our Head Office and we will be happy to make an appointment to discuss things with you. Head Office telephone number: 0208 764 9888.