

External Complaints/Concerns form

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| Let’s make it rightIf you are unhappy with any of our services, you can use this form to let us know what has gone wrong and how you would like us to put it right.  |  |
| **Your details** |
| Your full name  |  |
| Address and postcode |  |
| Customer Reference Number  |  |
| Email address |  |
| Telephone number |  |
| Date |  |
|  |  |  |
| **What has gone wrong** |
| (Please provide full details of what has caused you to make a complaint) |

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| **How you would like the matter put right.** |
| (Please explain how you would like us to resolve your complaint) |

Please send the completed form to Autism Jersey: HR & Administration Manager

* by email: HR@autismjersey.org
* by post: Autism Jersey, Century Buildings, Patriotic Place, St Helier Jersey JE2 3AF

Please note we cannot guarantee the security of information until it is in our possession and will not take responsibility for such information until we receive it.

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| **How has this complaint/concern been resolved.** |
| (Investigator, please explain how you resolved this matter.) |