



Making a Complaint to CCSCollect

All information will be treated as strictly confidential.
You must complete all sections of this form for your complaint to be dealt with appropriately.

Name:

CCSCollect Reference:

Contact Method Preference:

Preferred Contact Time:

Telephone Number:

E-mail Address:

Client Name:

Please return the completed form to:

CCSCollect, 797 London Road, Thornton Heath, Surrey, CR7 6YY

or please scan and e-mail to: complaints@ccscollect.co.uk

Step 1: Who is Making This Complaint?

Who is Complaining?

Account Holder: Third Party: Relative: Other:

Details if not account holder

Name:

Relationship to Account Holder:

Contact Details:

Authorisation from Account Holder:

Signature:

Date:

Step 2: Reasons for Complaint

Reasons for Complaint:

Please only use one word/phrase to describe the nature of your complaint e.g. Client Complaint, Service Dissatisfaction etc.

Full Complaint Details

Client Name:

Date of Complaint:

Nature of Complaint:

Full Complaint Details:

Step 3: Further Details

Supporting Documents Attached: Yes: No:

Has a complaint been raised before? Yes: No:

Do you have any accessibility needs? Yes: No:

If 'yes', please provide further details:

Please tick the boxes to confirm that you have:

- Included everything you wanted to tell us about your complaint
- Enclosed copies of all relevant documents and information
- Provided correct, and appropriate, information

Signed:

Date:

- We will use the details you give us to help you as best we can with your complaint.
- We may require further information from you; if so, we will contact you via letter, advising the required information.