



## 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, Norfolk House, Wellesley Road, Croydon, CR0 1GR** or  
please scan and e-mail [to: complaints@ccscollect.co.uk](mailto: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.