

HALTON FARNWORTH HORNETS ARLFC

COMPLAINT/COMPLIMENT/COMMENT PROFORMA



I WISH TO INFORM THE HFH CLUB ABOUT A (please tick a box)... **NOT for SAFEGUARDING ISSUES**

Complaint Compliment Comment

CONTACT INFORMATION		YES	NO
Are you completing this form on behalf of somebody else?			
Your Full Name:			
Your Address:			
		Post Code:	
Your Phone No:		Mobile No:	
Your Email Address:			
IF YOU ANSWERED 'YES' ABOVE, PLEASE COMPLETE THIS SECTION FOR THE INFORMANT:			
Their Full Name:			
Their Address			
		Post Code:	
Their Phone No:		Their Mobile No:	
Their Email Address:			
Case/File No if Relevant		HFH No:	
Are you making a COMPLAINT ? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, and you have already contacted the HFH Club, who did you contact and when?			
If you answered Yes to the above question, please tick a box to say how you contacted the HFH Club			
Telephone	<input type="checkbox"/>	Letter	<input type="checkbox"/>
Email	<input type="checkbox"/>	In Person	<input type="checkbox"/>
Have you spoken to a HFH Exective Team Member about this matter		YES	NO
If Yes please record the name of that person:			
Please provide details of the Complaint, Compliment, Comment you wish to make			
If you are making a Complaint, what action would you recomment to the HFH Club/Executive Team in order to corrective action?			

Please return this completed form to the Club Secretary

Signed _____ Dated _____

The HFH Club will aim to respond to any Complaint within a twenty working day time frame.