**The Growth Company**

**Complaints Form**

**1. Your Details**

|  |  |  |
| --- | --- | --- |
| Your full name: |  | |
| Contact Address: |  | |
| Fixed Line Telephone Number(s): |  | |
| Mobile Telephone Number(s): |  | |
| Email Address: |  | |
| Please indicate your preferred method communication regarding your complaint acknowledgement and your complaint response correspondence:  *Please note, we will always endeavour to contact you formally in writing, either via email or by letter in the post, but we are happy to discuss any element of your complaint over the telephone at any point.* | Email | Post |
|  |  |

**2. The Nature of your Complaint**

|  |  |
| --- | --- |
| Area of The Growth Company which your complaint relates to: |  |
| Please describe your complaint:  Please be as specific as you can. Include any names or dates as this may help resolve your complaint. You can use the back of this form or attach additional information to describe your complaint. You can also contact us if you need any help in completing this form |  |
| Please tell us how you would like to see your complaint resolved: |  |

## 3. Further information

Please refer to our Customer Complaints Policy which is available on our website – [www.growthco.uk](http://www.growthco.uk)

Once completed, you can return this form via email to [feedback@growthco.uk](mailto:feedback@growthco.uk) or you can send a hard copy in the post to The Growth Company, Complaints Team, Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW.

This policy outlines our approach to handling and dealing with complaints. The policy also contains all our contact details should you require any further information.

Your data, personal details and the nature of your complaint will be treated in the strictest of confidence and in accordance with our data protection procedure.