The Cellar Trust aims to provide service of a standard acceptable to all our clients and customers. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem but also to avoid it happening again. If you wish to complain about The Cellar Trust please fill in the following and return the form to us using the details below. If you need more space to write, add extra sheets.

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| Please tell us the details of your complaint |
| Please tell us what you feel should / should not have happened |
| Please tell us what you would like us to do now |
| Your name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Your tel no. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Your email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Your address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  How would you prefer to be contacted?  Tel Email Post  Thank you for completing this form. You will receive a response within two weeks of us receiving your written complaint. |

Please return this form to The Cellar Trust, Farfield Road, Shipley BD18 4QP addressed to the Complaints Manager and marked Private and Confidential.

You can also email your complaint to [complaints@thecellartrust.org.uk](mailto:complaints@thecellartrust.org.uk)