The Cellar Trust aims to provide a service of a standard acceptable to all its clients and customers. If we fail to do this, we want to know about it. By completing this form, it will not only enable us to deal with the specific problem but also to avoid it happening again. Details on how to return this form are displayed at the foot of this page.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Your Details** | | | | | | | |
| Name: | |  | | | | | |
| Address: | |  | | | | | |
|  | | | | | |
|  | | | Post Code: | | |
| Telephone Number: | |  | | | | | |
| Email Address: | |  | | | | | |
| **How would you prefer to be contacted?** | | | | | | | |
| Telephone: | | | Email: | | | Post: | |
|  | | | | | | | |
| **Please tell us the details of your complaint:** | | | | | | | |
| Date of Incident: |  | | | General Complaint? | | | Specific Event? |

|  |
| --- |
| **Please tell us what you feel should/should not have happened:** |
|  |
| **Please tell us what you would like us to do now:** |
|  |