A blue and green logo

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**Complaints Form**At Arc we are committed to providing high standards of service to our clients and other stakeholders. However, there may be occasions when we do not meet those high standards. We welcome feedback and we also take any form of complaint seriously. You can read our complaints policy and procedure at: [www.arcinspire.co.uk/policies](http://www.arcinspire.co.uk/policies)   
To help us investigate your complaint, please fill out and return the form below. Please note there is also an online version of this form found on our website.

|  |  |
| --- | --- |
| **Your Details:** | |
| Name: | Date of Complaint: |
| Address: | |
| Contact Number: | Email Address: |
| How would you like us to contact you?  Phone  Email  Letter | |
| Do you have any accessibility needs we should be aware of?  Yes  No  If yes, please provide details of how we can help (e.g. larger print, translated text): | |

|  |  |
| --- | --- |
| **Representative Details:**  If you are using a representative and would like us to contact them instead of you, please include their contact details below. Please skip to the next page if this is not applicable. | |
| Name: | Relationship to complainant: |
| Address: | |
| Contact Number: | Email Address: |
| How would they like us to contact them?  Phone  Email  Letter | |
| Do they have any accessibility needs we should be aware of?  Yes  No  If yes, please provide details of how we can help (e.g. larger print, translated text): | |

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| --- |
| **Please provide details of your complaint:** |
| Please try and include all details such as dates, who is involved and other key points. |
| **Please explain what you think we should do to put things right?** |
|  |

**Once you have completed this form, please return it using one of the following options:**

**Email:** [complaints@arcinspire.co.uk](mailto:complaints@arcinspire.co.uk)

**Post:** Complaints, Arc, 7 The Crescent, Taunton TA1 4EA

You can also call us to discuss your complaint on 01823 271326.

**Next Steps:**   
Once we have received your complaint, it will be assigned to the relevant manager. You will receive acknowledgement and we will begin our complaints procedure. You can view our complaints policy and procedure at: [www.arcinspire.co.uk/policies](http://www.arcinspire.co.uk/policies)

**Privacy Statement:**We collect and process this personal data to investigate and resolve complaints. We also analyse complaints data to help us identify any patterns and to improve our services and processes. This is all in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. You can view our Data Protection Policy and Privacy Notice at: [www.arcinspire.co.uk/policies](http://www.arcinspire.co.uk/policies)