

Feedback form

Improving our service to you.

For office use only

The information on this form must be kept **CONFIDENTIAL** within Riverside unless there is a legitimate need and lawful basis (including explicit consent) for its disclosure.

Ref no

.....

Date received

.....

Date input on to Oneview

.....

Date acknowledged

.....

Date resolved

.....

Signed

.....

1 About you

Help us make sure we've got your information right.

Please fill in your details using black ink and capital letters.

Mr Miss Mrs Ms Other, please state

Your surname

Forenames

Present address

..... Postcode

Telephone (Day) (Evening)

Email

How would you like us to contact you? Letter Email Telephone

Are you a Riverside customer? Yes No

If you have answered No, in what capacity are you making this complaint?

.....

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.....

.....

2 Your complaint/comment/compliment

What happened?

Please tell us in as much detail as you can. If you can't fit all the details on the form please continue on another sheet.

3 What do you think we should do to put it right?

Have you complained about this problem before? Yes No

If Yes, approximately when did you complain?

Who did you complain to?

What action did they take?

4 Anything else you think we need to know?

Please tick as appropriate.

I consent to the information about me on this form being used and shared for the purposes of resolving the claim.

I confirm that I have completed this form on behalf of the applicant.

Signed

Date

Thank you for giving us your feedback.

Data protection:

The Riverside Group Limited (TRGL) collects the information you give us on this form in order to deal with your complaint effectively. It will be held and used in accordance with data protection law. If you would like to know more about our use of your information or your rights, you can see our full privacy notice at www.riverside.org.uk. If you would like a paper copy, or there is anything you would like to discuss in person, please call us on 0345 111 0000.

If you are not one of our customers, please complete our separate equal opportunities form. You can get this form from a member of our team; download it from our website or by calling us.

Please hand your form to a member of our team or send it to:

Riverside Customer Service Centre, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF