

# Feedback form

Improving our service to you.

## 1 About you

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

### For office use only

The information on this form must be kept **CONFIDENTIAL** within Riverside.

Ref no

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Date received

.....

Date input on to Oneview

.....

Date acknowledged

.....

Date resolved

.....

Signed

.....

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 comment, compliment or complaint

### 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.

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

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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?

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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 stored securely in accordance with the Data Protection Act 1998 and other relevant legislation and guidance.

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 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