



Complaint Form

This form can be used to submit a complaint to REFCOM. Please ensure that all other methods are explored prior to submitting a complaint. Please contact the REFCOM team on 01768 860409 for further guidance. Please complete all sections of the form prior to submission. Acknowledgement of receipt will be made in line with REFCOM's Complaints Policy as detailed at www.REFCOM.org.uk.

Complaint Type (please tick)							
<input type="checkbox"/> Customer Service		<input type="checkbox"/> Accreditation Process		<input type="checkbox"/> Audit and Inspection		<input type="checkbox"/> Scheme Specific	<input type="checkbox"/> Other
Contact Details							
Title:				Principal Contact:			
Forename and Surname:				Company Name:			
Home Address (inc Postcode):				Company Address (inc Postcode):			
Telephone Number:				Telephone Number:			
Email Address:				Email Address:			

Declaration	
I declare that all of the information submitted is complete and correct to the best of my knowledge. I understand that once the complaint is submitted, no further information may be submitted unless written permission is provided. All complaints will be responded to and reviewed in accordance with REFCOM's complaints policy.	
Full Name:	
Signature:	Date:

Office Use Only

Date Received	Acknowledgement Date
Complaint Ref. Number	Owner

- * Please make sure you have included all of the information you wish to be considered as part of your complaint.
- * Any relevant documentation you wish to be considered is enclosed.

Complaint Details

