

## **CVCLT Complaints form**

You can use this form if you wish to contact CVCLT with a complaint or criticism. You can post it to us at CVCLT, Unit 23, Hebden Bridge Town Hall, St George's Street, Hebden Bridge HX7 7BY or send it as an attachment to [info@caldervalleyclt.org.uk](mailto:info@caldervalleyclt.org.uk). You can also contact our Secretary informally on 0845 250-0532.

**Your complaint or criticism, in outline:**

*(You will be able to tell us more details later in the process).*

**Do you want us to treat this (a) informally or (b) as a Formal Complaint?**

**Informal Complaint/ Formal Complaint** *(delete as appropriate)*

*(Our policy is to try to resolve informal complaints within five working days, and to let you know verbally our response. We try to resolve Formal Complaints within ten working days, and you will receive a written response from us. There is also in some circumstances a subsequent right of appeal.)*

**Your name:**

**Address:**

**Phone:**

**Email (if appropriate):**

**Today's date:**