

**COMPLAINTS FORM**

We are sorry that our service has disappointed you but accept that sometimes things can go wrong. Please use the form below to give us details of your complaint. We will then look into this and respond to you with our findings and, if appropriate, a proposed resolution.

This form should be sent to CIEEM at 43, Southgate Street, Winchester, Hampshire SO23 9EH or by email enquiries@cieem.net marked for the attention of the Chief Executive Officer.

NB This form should not be used for making a complaint against a specific member. A complaints form for that purpose can be found on the [Professional Conduct](http://www.cieem.net/professional-conduct) page of the CIEEM website.

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| Name and Address:      | Telephone number(s):     Email:      |
| Date incident occurred (if relevant):       | Name(s) of employees involved (if relevant):      |
| Please describe the basis of your complaint giving as much detail as possible including, where relevant, details of any witnesses or other corroborating evidence. Please describe who did/said what where relevant.      |
| Please list any supporting evidence (e.g. emails, letters) and enclose them with your complaint.      |
| What impact has this had on you and/or your organisation/company?      |
| If appropriate, what resolution would you like to see to your complaint (e.g. apology, refund)?      |
| Any other information that you feel is relevant?      |
| Signature:(print form then sign) |  |
| Printed name: |       |
| Date: |       |

Please make a copy of this form for your records

**What happens next?**

We will normally acknowledge receipt of your complaint within two working days. The complaint will be investigated by a senior member of staff. You may be contacted for further clarification of key points or details of witnesses.

We would normally aim to report the outcome of the investigation to you within 21 days of receipt of your complaint, sooner if possible. Where we cannot complete the investigation and report back within that time we will keep you updated and advise you of the reason for the delay and the likely revised timescale.

Should you be unhappy with the outcome of the complaint investigation you can appeal. Further details of the appeal process would be sent to you at this time