Please use this form to tell us about your complaint so we can see how we are able to help resolve this. If you are not sure about anything or experience any difficulties filling in this form, then please contact us. Please also refer to CBT Referrals Complaint Policy and Procedures.

You can download this form from our web site to complete by hand or you can fill it in on the screen if you use Word, then either email or print and send to us by post.

Please let us have your details or any details of the person complaining on your behalf.

|  |  |  |
| --- | --- | --- |
|  | Please let us have your details | Or any details of the person complaining on your behalf. |
| First name(s) |  |  |
| Surname |  |  |
| Date of Birth or confirm you are over 18 years old |  |  |
| Address for any written communication for you |  |  |
| Daytime contact number |  |  |
| Home contact number |  |  |
| Mobile number |  |  |

If you are complaining on behalf of a business, charity or trust then please complete the details below.

|  |  |
| --- | --- |
| Its official name |  |
| Its official charity or trust number |  |

Details of the professional or service you wish to make a complaint about.

|  |  |
| --- | --- |
| Their name |  |
| Their email address provided to you |  |
| Their contact number provided to you |  |

Details of the product or service that you are complaining about. .

|  |
| --- |
|  |

Please tell us in full what your complaint is about.

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| --- |
|  |

Time limits may apply to your complaint, so we need to know the dates involved.

When did the advice, service, or transaction you are complaining about take place?

|  |  |  |
| --- | --- | --- |
| Day | Month | Year |
|  |  |  |

When did you first complain to the person you feel is responsible?

|  |  |  |
| --- | --- | --- |
| Day | Month | Year |
|  |  |  |

CBT Referrals aims to acknowledge any complaint fairly and promptly within five days. Send a final or holding response within four weeks and send a final or other response within eight weeks.

How do you want CBT Referrals to put things right for you?

|  |
| --- |
|  |

Do you have any practical needs where we can help you completing this form? If yes, please tell us how we can help you.

|  |
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|  |

Finally, please read and sign the following declaration.

I would like CBT Referrals to investigate my complaint.

To the best of my knowledge all the information I have provided is accurate and true.

I understand that you usually resolve complaints by letter or email after initial discussion.

I understand that you may need some personal details about me, that you might need to share information I give you, including personal or sensitive information with other relevant organisations, only where it is necessary to help resolve my complaint.

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Signature Date Signature Date

You need to sign this form even if somebody else is complaining on your behalf. This shows that you have given them your permission to complain for you.

If you are signing on behalf of a charity, trust or organisation then please also add your job title.

You can email this form to [dean@cbt-referrals.com](mailto:dean@cbt-referrals.com) or you can post this form to

**The Admin Team, CBT Referrals, Administration Office, The Dog Hut, I Claremont Road, Seaford, East Sussex BN25 2AY**

Please enclose copies of any communication that has been sent to you by the person you are making a complaint about. Please also enclose copies of any other relevant information or photographs, making sure you include everything you want to inform us about regarding your complaint.

CBT Referrals will evaluate the information contained within this form and any additional information you have provided to see how we can find the best resolution for you. Should we need additional information we will get back to you and ask for this before offering our final letter. We will review the complaint in full and carry out an unbiased and appropriate investigation.

We hope that we can resolve your complaint for you, however if CBT Referrals has not done so to your satisfaction then you can take your complaint to

\* Citizens Advice Service(England) https://www.citizensadvice.org.uk/

\* Ombudsman Services https://www.ombudsmanassociation.org/ www.

\* Canine and Feline Behaviour Association, <https://cfba.uk/contact-us/> [www.https://cfba.uk/](http://www.https://cfba.uk/)