

Questions 8-12 apply to complaints only.

8. Have you contacted anybody in HFI about your complaint? Yes No

If 'yes' what was the name and job title (if known) of the person you complained to?

On what date did you complain?

9. What response did you get?

10. Was your complaint in writing? Yes No

If 'yes' please send us copies of this complaint and our reply to it with this form.

11. Why are you not satisfied with our response?

12. What would you like us to do?

- Provide a service to you, such as carry out a repair
- Send you some information
- Explain a decision to you
- Apologise to you
- Improve information (such as leaflet or poster)
- Improve a process or procedure
- Change a policy
- Refund money that you paid or we owe you
- Other (please state below)

13. Your signature

Date

