



Hale Community and Youth Centre

2026/27 Complaints Form

Helping us improve our services and support our community

If you need help completing this form, please contact the Centre Manager. Fields marked with * are optional.

1. Your Details

Full Name*: _____

Organisation (if applicable)*: _____

Email Address: _____

Telephone Number*: _____

Address*: _____

Would you like us to contact you about your complaint?

☐ Yes / ☐ No (you may submit anonymously, but we may not be able to respond)

2. About Your Complaint

a) What happened? Please describe your concern, including dates, times, and who was involved if known.

Your response:

b) Why are you not satisfied? Tell us what went wrong or what you feel could have been handled differently.

Your response:

c) What would you like us to do to put things right?

Your response:

3. Have You Already Tried to Resolve This?

Have you spoken to anyone about this concern? ☐ Yes / ☐ No

If yes, please tell us who you spoke to, when, and what happened.

Your response:

4. Any Other Information You Would Like to Share

Your response:

5. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Name (typed is acceptable): _____

Date: _____

6. How to Submit This Form

You can return this form by:

- Email: [Send direct to the **Centre Manager** at centremanager@halecommunitycentre.org.uk]
- Post: **Hale Community Centre, 130 Upper Hale Road, Farnham, GU9 0JH**
- Handing it in at the Centre reception

If you need help completing this form, please contact the Centre Manager.