# Non-participant complaint form

*This form is to be completed by someone who has utilised Frontline’s services but is NOT a registered participant on the Frontline programme. You should only use this form after informal resolution to the complaint has already been attempted. Before completing this form, please confirm with a Frontline team member that to do so would be appropriate.*

If you have any accessibility requirements in relation to filling out this form, please reach out by email to [complaints@thefrontline.org.uk](mailto:complaints@thefrontline.org.uk)

*Please send a completed copy of the form by email to complaints@thefrontline.org.uk*

Please complete this form with as much detail as possible to enable Frontline to understand the facts relevant to your complaint and to carry out a thorough investigation. Incomplete forms, or forms which do not provide sufficient information, may be returned so that further information can be provided.

The information you have shared will be processed in accordance with UK General Data Protection legislation and Frontline’s privacy notice. In some instances, the fair processing of your complaint will require Frontline to share the information you have provided with relevant third parties.

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| --- | --- | --- |
|  | Name |  |
|  | Email address(es) (if you are using a work email address please also provide a personal email address) |  |
|  | Telephone number (if you are using a work phone number please also provide a personal phone number) |  |
|  | In what capacity did you engage with Frontline?  *eg. applicant* |  |
|  | Identify the individual or decision against which you are complaining |  |
|  | Please describe your complaint in as much detail as possible  *Make sure to include key facts, times and dates of issues, the individuals involved and refer to all relevant evidence. It may be helpful to structure this section as a timeline.  When you submit this form, please also provide any evidence, e.g. emails, meeting minutes etc* |  |
|  | What steps have you taken to resolve the complaint informally?  *Include names, dates and other relevant details and provide copies of evidence* |  |
|  | Please share the reason(s) why you consider there to be no further scope for a suitable informal resolution? |  |
|  | Please share your desired outcome of this complaint |  |

I confirm that I have read and understand Frontline’s non-participant complaints policy *(please tick)*

Name:

Date: