

**Form:**

Complaint Form

This form consists of 2 sections. Part A is for your information, this allows the National SSAGO Executive to contact you regarding the complaint. Part B is to detail your complaint and the desired outcomes. Part A will be removed when anonymising your complaint in SSAGO’s records.

**Your attention is drawn to the Policy Document ‘Complaints’**

In the first instance please send this completed form to the National SSAGO Executive contactable through exec@ssago.org or in an emergency contact 020 7060 5724. You may also submit a complaint to an individual member of the National SSAGO Exec using one of chair@ssago.org, secretary@ssago.org, treasurer@ssago.org, members@ssago.org or publicity@ssago.org.

| Part A: Your Details |
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| This section is so SSAGO can get in touch with you regarding your complaint. You do not have to complete this section however SSAGO may be unable to process an anonymous complaint.

| Name: |  |
| --- | --- |
| Your relation to SSAGO:Club/Role |  |
| Contact Email: |  |
| Contact Phone: |  |
|  |  |

**I (insert name)** ……………………………………………………………………………………………………understand that any information given about myself or on behalf of someone else is limited to that which is relevant to the investigation of the complaint, and only disclosed to people who have a need to know it in order to investigate, respond and resolve the complaint.**Date:** …………………………………………………………………………………………………………………….  |

| Part B: Complaint Information |
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| Note this section will be recorded alongside the outcome of the complaint in SSAGO’s records.

| Complaint summary (what you think went wrong, including dates and times or any reported incidents. Please provide a clear list of matters you’d like investigated. Please don’t exceed 1,000 words and note that there will be opportunities to submit further evidence if required once you’ve received an acknowledgment.): |  |
| --- | --- |
| Details of any informal resolution that’s been taken so far to try to resolve the issue: |  |
| Desired outcome from the complaint process: |  |
| Details of any other complaints raised under SSAGO policy: |  |

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