

Customer Complaint Form

Most people have a good experience of working with us, but from time to time customers will be dissatisfied with the standard of service they have experienced. Such issues need to be addressed in order to ensure that our normally high standards are maintained.

Options for making a complaint:

1. Complete this form and return it to the Site Manager.
2. Ask to speak directly to the Site Manager.
3. Ring or write to the Site Manager.

If you do not want to approach the Site Manager, you can alternatively, pass your complaint directly to Probe's General Manager at:

Probe (Hull) Limited
369-371 Marfleet Lane
Hull
HU9 5UH
Tel: 782400
E-mail: Steve.Alltoft@employmenthouse.org

Today's date:

Nature of Complaint:
(Continue overleaf if necessary)

Date and time of incident leading to complaint (if appropriate):

Your name:

Your address:

Your telephone number:

All complaints are taken very seriously. A letter acknowledging that your complaint has been received will be sent to you within 5 working days of receipt, and you will be advised of any outcome following the investigation of your complaint within 15 working days.
