



Pan Intercultural Arts Complaints Form

Please complete the form below if you would like to make a complaint about the work of Pan Intercultural Arts or a member of staff.

Forms should be emailed to John Martin (Pan's Company Secretary and Artistic Director) at j.martin@pan-arts.net. Hard copies can be posted to:

Pan Intercultural Arts/Complaints, John Martin, 32 O'Donnell Court, Brunswick Square, London WC1N 1NX

The completed form will be assessed and a response made within 5 days. The submission of the form will trigger the actions outlined in the Pan Complaints and Grievances Policy, which is attached.

Section 1: Your details

Do you want to remain anonymous? (Indicate your response with an X). If yes go to section 2

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

yes	<input type="checkbox"/>	no	<input type="checkbox"/>	If yes , which language?	
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Section 2: Feedback made on another person's behalf

Are you providing feedback on another person's behalf? (Indicate your response with an X)

no (go to Section 4)	<input type="checkbox"/>	yes	<input type="checkbox"/>
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Please provide the following details about the person on whose behalf you are acting:

First Name:	
Last Name:	
Postal address:	
Telephone number:	

Mobile number:	
Email address:	

Please provide details of your relationship to the person on whose behalf you are acting:

Are you a legal representative for the person who received the service?
(e.g. parent of a child under 18 years or guardian – indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **yes**, please provide details:

Does the person know you are making a complaint on their behalf? (Indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **no**, please provide the reason why:

Are we able to speak with the person who received the service? (Indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **no**, please provide the reason why:

Section 3: Other person's consent for feedback made on their behalf

If you are providing this feedback on another person's behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

I, *(insert name of person giving consent)*
name of person receiving consent

) give permission to *(insert)*
) to provide or collect

relevant information on my behalf to assist with this complaint/compliment or feedback, as necessary.

Signature:		Date:	
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Section 4: Please provide details of the service that the feedback concerns

Name of the Pan staff member of person in charge	
Location of place where the complaint relates to	

Section 5: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, approximate dates and who was involved.

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Section 6: What action have you already taken in relation to this feedback?

Have you discussed your concerns with anyone at Pan Intercultural Arts, or another agency for assistance with these concerns? (Indicate your response with an X)

yes		no	
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If **yes**, with whom and what was the outcome?

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Section 7: What outcomes would you like as a result of providing your feedback?

Pan Intercultural Arts is committed to protecting your privacy. We collect and handle personal information that you provide on this complaint form for the purpose of investigating and responding.

Pan will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others, such as Pan's Trustees, the police or social services to deal with the matters identified on this form.

If you choose to remain anonymous, Pan may be unable to deliver the full range of services you require.

You also have the right to access your information and seek its correction under the *Freedom of Information Act 1982*. For information about making a Freedom of Information application contact Emmeline Holwell on e.holwell@pan-arts.net

Section 9: Declaration

Paragraph declaring information provided is true and correct.

Signature:		Date:	
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