

**ONECPD Complaint Form**

Once this form has been completed, this form should be submitted to [customerservice@onecpd.co.uk](mailto:customerservice@onecpd.co.uk) for the attention of Customer Service department.

The complaint will be process and dealt with in accordance with SPD's complaints procedure.

Details of our Complaints procedure and company Terms and Conditions can be found on our website [www.salford.ac.uk/spd](http://www.salford.ac.uk/spd)

Name:			
Organisation:			
Date of Complaint:			
Address:			E-mail:
			Telephone Number:
Outline of Complaint:			
Please indicate, without prejudice, what outcome or further action you are expecting:			
<b>Declaration</b>			
I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.			
Signed:			Date:

**To be completed by Customer Service.**

Date form received:		Date form acknowledged:	
Details (and date) of person appointed to investigate:			
Date investigation completed:			
Decision on complaint (Please include further details if relevant):			
Date of letter to complainant advising outcome:			