#  **Complaint Form**

The Royal Society for the Encouragement of Arts Manufactures and Commerce aims to provide its Fellows and guests with a high standard of service in all the works it undertakes.

If you are unhappy about any aspect of our service or your experience with the RSA please tell us about it. This will help us to ensure that we meet the highest standards and enable us to identify any areas we need to improve.

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| --- | --- |
| **Name:** |  |
| **Fellowship number:** *(if applicable)* |  |
| **Telephone no:** |  |
| **Mobile no:** |  |
| **Email address:** |  |
| **Date of complaint:**  |  |

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| --- |
| **Details of your complaint:** |
| *Describe in detail and accurately the nature of your complaint. Please try and make this a clear, precise and preferably a concise statement of what the complaint actually is. Also remember to include details of any previous steps that have been taken to resolve the complaint and the reasons why you still feel your complaint is unresolved (if applicable).* |
| **Evidence in support of your complaint:** |
| *(Please summarise/list supporting evidence you are intending to submit in support of your complaint. Evidence should be attached to your complaint form).* |
| **Describe what actions can be taken in order to deal effectively with your complaint i.e. the outcome sought:** |
| *(Please state the outcome(s) sought).*  |
| **Describe what measures can be taken to avoid a repeat of your complaint:** |
|  |
| **Detail other members of staff you have spoken to on this matter:**  |
|  |

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For complaints about our Fellowship Services, please forward your completed complaint form to fellowship@rsa.org.uk

For all other complaints, please forward your completed complaint form to the Chief Operating Officer's office at: general@rsa.org.uk