

#### Complaints Form

You may wish to use this form to make a formal complaint to the Crofting Commission

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| **Your Details** |
| **Surname:** |  | **Title:** |  |
| **Forename(s):** |  |
| **If you would like to remain anonymous, please tick here:** | [ ]  |
| **If the box is checked, no record of your name will be attached to the complaint** |
| **Postal Address:** |  |
|  |
|  | **Post Code:** |  |
| **Telephone:** |  |
| **Alternative Telephone:** |  |
| **E-mail Address:** |  |
| **I agree to communication by e-mail** | **Yes [ ]  No [ ]**  |
| **Croft Details *(if applicable)*** |
| **Croft Name** |  |
| **Croft Ref Number:** |  | **Main Location Code:** |  | **/** |  |
| **Privacy Notice** |
| The Crofting Commission takes the protection of your privacy seriously. To safeguard your personal data and make sure that it is accurate, we only collect and/or store the data necessary to carry out our functions as a regulatory body. In this case, the processing is necessary to allow us to perform an official public authority function. You can find a copy of our Privacy Notice at [www.crofting.scotland.gov.uk/openness-and-customer-care](http://www.crofting.scotland.gov.uk/openness-and-customer-care). |

**My complaint concerns (please tick all that apply):**

|  |  |  |  |
| --- | --- | --- | --- |
| **[ ]**  | **Policy & Procedure** | **[ ]**  | **Service Delivery** |
| **[ ]**  | **Personnel** | **[ ]**  | **Commissioners** |

**Nature of your Complaint (please tick all that apply):**

|  |  |  |  |
| --- | --- | --- | --- |
| **[ ]**  | **Service not delivered on time** | **[ ]**  | **Wrong or misleading information** |
| **[ ]**  | **Received poor quality service** | **[ ]**  | **Complaint about staff member** |
| **[ ]**  | **Other (please specify on next page)** |

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| **Please set out facts in a chronological order and remember to include important details and dates, where possible *(continue on a separate sheet if necessary)*.** |
|  |
|  |
| **Signature:** |  | **Date:** |  |
|  |  |  |  |

**Please return your form to:**

‘Complaints’, Crofting Commission, Great Glen House, Leachkin Road, Inverness IV3 8NW or save this document to your computer and e-mail as an attachment to **complaints@crofting.gov.scot** with ‘Complaint’ in the subject heading.