A picture containing logo

Description automatically generated

Junk Kouture Complaint Form:

(This should be completed by an educator/school rep on behalf of a participant)

1. **Your details**

Full name:

Email address:

Address:

Contact number:

Please state which of the above methods you would like us to contact you: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If our standard way of dealing with complaints is difficult for you, please let us know so that we can discuss how we might help you.*

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section 2. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

1. **Making a complaint on behalf of someone else: their details**

Their full name:

What is your relationship to them?

Why are you making a complaint on their behalf?

1. **About your complaint**

What do you think we did wrong, or failed to do?

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Describe how you personally or the person you are representing suffered or has been affected

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What do you think should be done to put things right?

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Have you already contacted our team on any other medium? i.e., social media or email?

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If you have any documents to support your concern/complaint, please attach them with this form.

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Signature:

Date: