

Complaints form

This form is provided for ease of use – you may also raise your complaint by telephone, in which case the person you raise the complaint with will complete the form.

Your complaint can be submitted by post to Missing People PO Box 28908, London, SW14 or online via our [online form](#).

About you
Your name:
If you are completing the form on behalf of someone else, please note your name:
How you would like us to contact you? (Please include your phone number, email address, or postal address)
Do you need any help with making a complaint? If so, please explain what help you need.
About your complaint
Which date(s)/time(s) did you contact us?
Which service did you contact (e.g. Helpline)? By which method did you contact us? (Phone, email, text, chat, face-to-face)
Please give details of your complaint, including whether you have spoken to anybody at the charity about it. What is the problem, how did it occur, and how has it affected you?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: