



# Complaint Form

## I. Your Personal Information

In accordance with the Whistleblower Protection Act, personal contact details are not required when submitting a complaint.

Name:	
Address:	
Postcode / City:	
Telephone:	
Email:	

**You are submitting this complaint as:**

- ☐ Employee
- ☐ Other

## II. Description of Your Complaint

Please try to describe your complaint as clearly as possible:

This image shows a single sheet of white paper with horizontal red ruling lines. The lines are evenly spaced and run across the width of the page. There are no vertical margin lines or other markings present. The paper appears to be a standard sheet of notebook paper.

Date:

Date or period when the incident(s) occurred:

**Which service are you complaining about:**

- ☐ Employee
- ☐ Other

**Have you already contacted the service in question before submitting this complaint:**

- ☐ No
- ☐ Yes
  - ☐ In person
  - ☐ By telephone
  - ☐ In writing / by email

**What was the outcome of that contact?**

Date:

Signature:

**The complaint manager, Mr Udo Hackbarth, acknowledges receipt of your complaint and thanks you for your feedback. Your input helps improve the quality of our services. You will receive a response as soon as possible.**

You can submit this form:

- ✓ By Email: [um.hackbarth@gmail.com](mailto:um.hackbarth@gmail.com)
- ✓ By Post: Udo Hackbarth, Schafrückweg 70, 17373 Ueckemünde

**For internal use only – to be completed by the complaint manager**

**1. Complaint Received**

- a. Date:.....
- b. Method of submission (written, phone, email):.....

**2. Review** (Assess the content of the complaint)

- a. . Is the complaint justified?
- ☐ **Yes** ☐ **No**

Reasoning:.....

- b. Proposed solutions:.....
- .....
- .....

- c. Forwarding to the relevant service/employee (discussion of complaint and proposed solutions):

.....

.....

.....

**3. Processing the Complaint** (Define resolution, offer, replacement/compensation, discuss internal procedures):

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**4. Feedback to the Complainant**

- a. Date .....
- b. Outcome .....
- .....