

# Beneficiary Feedback and Complaint form template

TLC is committed to providing high quality programs meeting the needs of the community. We value your feedback. This may be positive (compliments) or negative (complaints). Please use this form to let us know both what you think we are doing well or to advise of any issue of concern and about which you wish to lodge a complaint.

This form will allow us to make sure that your feedback is being heard clearly and is being effectively managed by us in resolving any issue you may have.

Indicate your response below with an X.

|                   |            |                          |           |                          |                  |                          |
|-------------------|------------|--------------------------|-----------|--------------------------|------------------|--------------------------|
| <b>This is a:</b> | compliment | <input type="checkbox"/> | complaint | <input type="checkbox"/> | general feedback | <input type="checkbox"/> |
|-------------------|------------|--------------------------|-----------|--------------------------|------------------|--------------------------|

## 1: Your details

You may wish to provide anonymous feedback. If this is your preference, please indicate here with an X. Although we will seek to resolve the matter regardless of anonymity, we cannot provide a response on anonymous feedback.

Anonymous?

|     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

Do you wish us to respond to you? If so, please provide personal details as follows:

|                |                      |
|----------------|----------------------|
| First Name:    | <input type="text"/> |
| Last Name:     | <input type="text"/> |
| Address:       | <input type="text"/> |
| Mobile number: | <input type="text"/> |
| Email address: | <input type="text"/> |

## 2: Please provide details about your complaint or compliment

|                                    |                      |
|------------------------------------|----------------------|
| Program:                           | <input type="text"/> |
| Date of contact                    | <input type="text"/> |
| Contact person's name and position | <input type="text"/> |

**3: Please state your concerns**

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

**4: What action have you already taken in relation to this feedback?**

Have you discussed your concerns with the Program Manager or any other person to try to address your concerns? (Indicate your response with an X)

|     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

If **yes**, with whom and what was the outcome?

**Section 5: What would you see as reasonable outcomes from your feedback?**

|  |
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|  |
|--|

**Section 8: Privacy**

TLC is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating any matters of concern and responding to you.

TLC will only use your information in accordance with privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others who will deal with the matters identified in your feedback.

If you choose to remain anonymous, TLC will be unable to deliver a response to you.

If you wish to contact TLC, who is responsible for managing the personal information that you provide on this form, please contact us via our website at [contact@thislifecambodia.org](mailto:contact@thislifecambodia.org).

**Section 9: Declaration**

The information provided on this form is true and correct.

|            |  |       |  |
|------------|--|-------|--|
| Signature: |  | Date: |  |
|------------|--|-------|--|

**Thank you for taking the time to provide feedback about TLC. We undertake to investigate and resolve any concerns you may raise about TLC or its staff in a timely manner and to provide you with a response within 5 working days.**