



3rd Party Consent Form for Complaint

Complaint Ref: _____

Complaints can be made on behalf of a service user; however, we will need the service user's consent before issuing a response if it involves sharing any personal or confidential information about them.

Section 1 – Service User Details

Full Name			
Address			
Postcode			
Date of Birth		MRN/HCN	
Email Address		Telephone Number	

Section 2 – Representative's (Complainant's) Details

Full Name			
Address			
Postcode			
Email Address		Telephone Number	
Relationship to Service User**			

(** Relationship to Service User must be completed)

Section 3 - Declaration

Representative must tick the correct box/es and both the Service User and Representative must sign where appropriate:

1. ☐ I have asked the representative named above to act on my behalf in making this complaint. I understand that, in order to respond fully, the Trust may need to access and share information from my personal records. I give my consent for this information to be accessed and disclosed as required to progress the complaint.

Service user's signature

..... Date:

(Please print name also)

2. ☐ I am acting for a service user who does not have the capacity to consent, and I am the appropriate person to act as representative of the service user
- a. Please provide the reason why the service user does not have capacity to consent and enclose supporting evidence (where applicable):

.....

3. ☐ The service user is deceased, and I am:

- ☐ The appropriate person to act as representative of the deceased

OR

- ☐ Their personal representative. I attach legal documents confirming my appointment (ie. Grant of Probate, Letters of Administration, Letter from Solicitor)

Section 4 - Signatures

Service User: Date:

Representative: Date: