



### 3<sup>rd</sup> 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:

- 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)

- 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
  - Please provide the reason why the service user does not have capacity to consent and enclose supporting evidence (where applicable):  
.....

- 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: .....