**Complaints Form**

**Name of complainant:**

**Address:**

**Phone number: (Home) (Mobile) Email:**

**What is the nature of your complaint?**

* Complaint about the grant service(s) or support that MCF provide
* Complaint about the way MCF have provided a grant support service
* Complaint about staff interaction, attitude(s) or competency
* Complaint about MCF grant support policies
* Complaint related to how MCF support Freemasons and their families in need

**Please inform us if you have already discussed this complaint via email or telephone with an MCF staff member? If so, who was the discussion with? And what was the nature of that discussed?**

**Please provide below any information you feel may be relevant to your complaint.**

**Resolution sought.**



**Signed Date**

**----------------------------------------- -----------------------------------------**

**Please forward this form to:** Gill Bennett, Grants Manager, Masonic Charitable Foundation, 60 Great Queen Street, LONDON. WC2B 5AZ

Tel: 020 7440 4209

Email: gbennett@mcf.org.uk

Please mark your envelope Private & Confidential