**Jobcentre Plus office**

<Please add the address  
of the Jobcentre Plus   
office you are attending>

<Service user address>

<Service user address>

<Service user address>

My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ My National Insurance number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I would like to make a complaint because **[INCLUDE INFORMATION ABOUT WHAT HAPPENED, WHEN AND HOW IT AFFECTED YOU]**

To ensure this does not happen again, I would like to suggest the following changes/To resolve this situation, I would like you to take the following action(s). **(Select the applicable statement)**

**[INCLUDE WHAT YOU WANT TO HAPPEN TO PUT THINGS RIGHT]**

I would prefer to be contacted by: letter/email/SMS/fax **(circle your choice).** My contact details are: **(Include contact details)**

As I communicate in BSL, I have been supported to write this letter. Any written communication with me should be in plain English, but I prefer information in BSL. **(Delete if not applicable)**

Yours sincerely,

**(Please Sign Here)**