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**Complaint form**

The International Guild of Battlefield Guides can only deal with complaints about those who are currently Members of the Guild. It is therefore important that before you complete this form that you check that the person against whom you wish to complain is actually a Member.

Accredited Members are listed on our website and other Members can be checked with the Membership Secretary via email: mbr.sec@gbg-international.com

If you wish to make a complaint about the professional conduct or competence of one of our members, please complete this form as fully as you can. You should also read our ‘Guidelines for Making a Complaint’, which sets out our complaints procedures and the limitations on what the Guild can do if a complaint is made.

**It is important for us to understand your complaint as fully as possible, so please provide any necessary supporting information.**

**Please complete below using extra pages as necessary and provide copies of any supporting documents.**

**YOUR DETAILS**

**Membership No** (Guild members only):

**Name:**

**Address:**

**Telephone number**:

**Email address:**

**DETAILS OF THE MEMBER AGAINST WHOM YOU WISH TO COMPLAIN**

**Name:**

**Business/work address:**

**Guild Membership number:**

**DETAILS OF THE COMPLAINT**

1. **What your relationship is to the member?**
	* Client
	* Contractor
	* Employee
	* Member of the Guild
	* Other (please specify)
2. **Please describe the background to the complaint:**
3. **Please give details of when this happened:**
4. **Please list your specific complaints:**
5. **Please confirm whether you have raised your complaint directly with the member involved, and if so, what response they gave:**
6. **Please confirm whether this matter either has been, or is currently, the subject of any other legal proceeding, and if so, please provide details:**

**COMPLAINT STATEMENT**

Please sign this complaint statement to confirm that a copy of your complaint and your supporting evidence may be sent to the member against whom you have complained against.

In making this complaint, you agree that the Guild may process and retain your personal data collected for the purposes of the complaint. The terms of our Privacy Policy shall apply as if complainant’s personal data is included within personal data as referred to in that Policy with necessary amendments. We shall retain your personal data only for so long as is necessary for the purposes of investigating and dealing with your complaint and thereafter it will be anonymised or deleted accordingly.

DATE: SIGNATURE: