### Service Issue Consent Form

**Please print details clearly**

**\*Denotes a mandatory field**

|  |
| --- |
| Please complete this form and send to the Vivup representative. |

####

|  |  |
| --- | --- |
| **Customer organisation\*:**  |  |
| **Employee name:** |  |
| **Nominated individual name\*:** |  |  |  |
| **Nominated individual Email\*:** |  |  |  |
| **Date and time of call\*:** |  |  |  |
| **Telephone number used to call\*:** |  |
| **Is Explicit Consent attached?\*** | **YES / NO**If you are a manager logging a service issue on behalf of someone else, please ensure that an accompanying email is sent from that individual providing explicit consent in line with the declaration below. The original email must be appended to this form |
| **Description of service issue\*:**  |

**By signing this form, I am giving my explicit consent for Perkbox Vivup to investigate and to provide feedback on my contact with Perkbox Vivup made in relation to the above information. I further understand that if a service issue is logged on my behalf by a nominated individual(s) then I am giving my explicit consent for this to be done on my behalf and I am aware that details concerning my contact with Perkbox Vivup and my case note will be shared with the nominated individual(s) and with the Customer Care Team at Perkbox Vivup for auditing and monitoring purposes only.**

|  |  |
| --- | --- |
| **Employee’s Signature:** | **Date:** |