

What outcome are you looking for? (For example, what would be the best way for the Council to resolve your complaint).

Do you need any assistance from the Council to pursue this complaint? (For example, an interpreter, documents provided in Braille).

Please give details below:

What Happens Next

Send this form to the Town Hall, marked for the attention of the Customer Services Manager, by one of the following methods:

- Post** Town Hall, High Street,
Lowestoft, Suffolk NR32 1HS
- Fax** (01502) 589327
- E-mail** xxxx@xxxxxxxx.xxx.xx

If you have made a complaint and we are unable to resolve it straightaway we will investigate; within one working day we will pass your complaint to an investigating officer. We aim to sort out all complaints within 20 working days. If it takes longer we will contact you every 10 days to let you know what is happening.

If you are still not happy about the result you can take your complaint to the **Local Government Ombudsman**. You must normally take your complaint to the LGO within twelve months of you becoming aware of the problem. The contact details are:

Local Government Ombudsman,
10th Floor, Millbank Tower,
Millbank
London
SW1P 4QP
Tel: 020 7217 4620
Fax: 020 7217 4621
Email: xxxxxxxxx.xxxxxx@xxx.xxx.xx
Website: www.lgo.org.uk

Contacting the Council

9.00 am – 4.30 pm
except Thursday 9.30 am – 6.00 pm
Marina Customer Services Centre, The Marina,
Lowestoft, Suffolk NR32 1HH
Tel: 01502 562111

Local Offices

9.00 am – 4.30 pm
(Closed 1.00 – 2.00 pm)
London Road, Halesworth, Suffolk IP9 8LW
Tel (01986) 873162
Broad Street, Bungay, Suffolk NR35 1EE
Tel (01986) 892176
Market Street, Beccles, Suffolk NR34 9QD
Tel (01502) 713113

CUSTOMER GUIDE TO MAKING A COMPLAINT, A COMPLIMENT OR A COMMENT

