

Making a Customer Comment

We set high standards for our services and aim to meet those standards every time. If we don't, we want you to tell us. You can use this form for good news too. By listening to you we can improve our standards of service.

Our Promise

We will respond within 10 working days of receiving your customer comment. If a full response cannot be given within this time we will reply within 5 working days telling you how long a full response should take.

Comments about Leisure Centres

If your comment is about a Leisure Centre in the Borough, please use their own comments system first. If you are not satisfied with how your issue was then dealt with, please use this form to contact us.

Local Government Ombudsman

If, after following the Council's Customer Comments Procedure (available on request, or on the Council's web-site), you feel we have not dealt with your complaint satisfactorily, the Ombudsman may be able to help you. Contact the Ombudsman at LGO Advice Team, Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH, telephone 0835 602 1983 or 024 7682 1960 text 0762 480 4323, email advice@lgo.org.uk or ask your councillor to do this for you or pick up a form from Reception or visit www.lgo.org.uk.

How to Contact Us

Complete this form, or telephone us on 01773 570222 or email us at enquiry@ambervalley.gov.uk Or visit our website at: www.ambervalley.gov.uk

**THIS DOCUMENT IS AVAILABLE IN
LARGE PRINT UPON REQUEST.**

AMBER VALLEY BOROUGH COUNCIL
FREEPOST
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HELPING YOU

To comment about Council Services

- *Complaints*
- *Compliments*
- *Queries*
- *Suggestions*



number 4



AMBER VALLEY
BOROUGH COUNCIL

Caring & Working for Amber Valley

