

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 0845 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
PO BOX 15
TOWN HALL
MARKET PLACE
RIPLEY
DERBYSHIRE
DE5 3XE

HELPING YOU

To comment about Council Services

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



number 4



AMBER VALLEY
BOROUGH COUNCIL

Caring & Working for Amber Valley

Customer Comments Form

Please use a ball-point pen and write as clearly as possible - preferably in block letters.

A:Comment details

Name: _____

Address: _____

Postcode: _____

Please tick this box if you do **NOT** require a reply from us ☐

Replies are normally given by letter, but if you prefer a reply by telephone or email, please give your details below:

Tel no. (Home): _____ (Work): _____

E-mail address: _____

Organisation/Business name: _____

(if on behalf of an Organisation/Business)

B:Comment details

What type of comment is it? (please tick box)

Complaint ☐ Compliment ☐ Query ☐ Suggestion ☐

Have you complained about this before? Yes ☐ No ☐ If yes, please provide details of that complaint below.

Do you feel this incident was related to...Race ☐ Gender ☐ Disability ☐ Age ☐ Religion ☐ Sexual Orientation ☐

Does this complaint relate to the work of another organisation, which may be working with or for the Borough Council. If so, please provide the name of the organisation, whether you have used that organisations comment system, and why you think the Council is responsible for your complaint.

Please give as much detail as possible and feel free to attach further sheets if necessary. When complaining please specify what you think we did wrong or failed to do, and what we should do to put it right.

Please tick this box if you have attached further sheets. ☐

Your signature _____ Date _____

C:For Council use only

Officer _____ Reference no.: CCR _____

The information provided by customers will be held for the purpose of monitoring the amount and nature of customer comments and as a record of contact. Personal information will only be disclosed to responsible officers investigating the comment and administering the procedure. Customers have a right to request from the Council any personal information that it may have in its possession about them, on payment of a small fee.

Please fold & staple or cellotape