

Official Complaint Form

Title: (Mr/Mrs/Ms/Miss/Other)	
First Name:	
Surname:	
Address:	
Town:	
County:	
Postcode:	
Phone: (Home)	
Phone: (Work)	
Email Address:	

Which service/department are you complaining about?	
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Details of complaint (please continue on a separate sheet if necessary)
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Please sign your complaint here:

What do you think should be done to redress your complaint?

Have you previously complained about this matter? Yes No

If YES, was this In person In writing By telephone

Who did you complain to? (Please give the name of the person or the service department)

When did you complain? (Date)

Please give any relevant details, (Reference number, account number, etc.)

Notes

- The complaints procedure will not address service requests or defects on property and should not be used to make a 'comment' on Council policies.
- The complaints procedures are specifically intended to ensure that matters have been dealt with correctly and that the law and Council policies and procedures have been adhered to.
- Investigations of complaints will consider only the facts, the law and the probity of the actions of the Council or its officers.
- A complaint resulting in a meeting or panel of councillors will be closed to the press and public and all details will be treated with the **strictest confidence**.
- Recompense resulting from a complaint will be determined on the circumstances of the case alone and without reference to any precedents.

Please note:

- Please post all correspondence to Allerdale Borough Council, Allerdale House, Workington, Cumbria, CA14 3YJ. If posted, a stamp is required.
- If passed by internal mail from an area office to Allerdale House, no stamp is required but please allow **two working days** for receipt at Allerdale House.
- The complaint may be delivered in person to reception at the Customer Service Centre, Town Hall, Workington or at any of the Customer Service Centres, Maryport, Wigton, Cockermouth and Keswick.

When your complaint is received it will be acknowledged and we will tell you who is to investigate your complaint.