

## What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service and/or its delivery, lack of action by the council, its staff or its agents, council policy, or attitude and/or behaviour of council staff.

## What is not a complaint?

- A request for service (e.g. noise problem, missed bin collections etc.).
- A request for information or an explanation of council policy (e.g. level of Council Tax set).
- Matters for which there is a right of appeal to an independent tribunal (e.g. planning applications).
- Petitions.
- Objection of Traffic Regulation Orders.

## Details of your complaint (Please use block capitals)

Name:

Address:

Telephone number:

Email:

What would you like to complain about?  
Tell us what went wrong and when it happened.

*What went wrong continued:*

If you think you have suffered harm or loss, please give details:

Have you written or spoken to anyone at the Council about this matter? If so who and when and how would you like the matter resolved?

Do you feel the council has discriminated against you?

YES

NO

Please give details: