

NEWQUAY COUNCIL



COMPLAINTS FORM

Contact Details	
Title:	
First Name:	
Surname:	
Address:	
Postcode:	
Telephone Number:	
Mobile Number:	
Email Address:	

Complaint Details	
Please give details of the complaint: (continue on a separate sheet if necessary)	
What do you want us to do to rectify this problem:	
Have you complained about this matter before: (if so, to whom and what was the outcome)	
If yes, when:	
Signature:	
Date:	

Please Note

All complaints must be in writing, ideally using this pro-forma (email or letter is accepted).

The Town Council takes complaints very seriously and will acknowledge receipt of your complaint within 7 days. However, depending on the nature of your complaint; this matter may need to go through a committee which meets every other month for a formal decision/response by the members. Officers of the Town Council cannot make decisions on behalf of the Council unless they have been given special permissions.

Official Use Only:	
Date Received: _____	Action Log: _____
Who is leading: _____	Resolved: Yes / No Complaint: Upheld / Deferred / Rejected / Other
Decision: _____	Decision sent: _____

Record Log			
Name of Who is Dealing	Information	Action Points	Town Clerk & Chairman Updated