

# Calverton Parish Council

## Feedback About Our Services

We aim to provide excellent services but we do understand that sometimes things can go wrong. If this happens we want to know about it so we can learn from it and put things right. Please use this form to report your concerns to us.

If you need help to fill in this form please contact Calverton Parish Council Office at:

- Council Room, Main Street, Calverton, Nottingham NG14 6FG
- email to [parishclerk@calvertonpc.org.uk](mailto:parishclerk@calvertonpc.org.uk)
- telephone on 0115 965 4560.

You may find it useful to read our policy and procedure for dealing with complaints. It is available from the Council office or via our website – [www.calvertonpc.org.uk](http://www.calvertonpc.org.uk).

Customer Complaint Form	
Name	
Address	
Contact Telephone Number	
Email Address	
Date	
<b>Tell us about your complaint</b> (Use a separate piece of paper if needed).	

**What do you think we should do to put things right?**

**Have you spoken to the Clerk to the Council, a Parish Councillor, or member of the Council workforce about this complaint?**    Yes                      No

**If yes can you tell us their name?**

*The information you provide will be treated in confidence and with respect and will only be used to monitor and manage our services. Thank you for your assistance.*

<b>For Office Use</b>	
Date Complaint Received	
Date Complaint Acknowledged	
Complaint Reference	
Stage 1 – Date Response Issued	
Stage 1 Not Accepted – Date Received	
Stage 2 – Date of Notification	
Date of Council Meeting	
Council Decision	COMPLAINT UPHELD / NOT UPHELD
Date of Decision Notification	
Vexatious Complaint – Date of Notification	