

What happens to your feedback?

Compliments

All compliments are registered and we will make sure the staff member is informed. We are continually aiming to improve our services and knowing what pleases you helps us to recognise good customer service.

Comments and suggestions

All comments and suggestions are registered and dealt with by the relevant Manager. The service concerned will note the points you raise, learn from your feedback and implement your suggestions where possible.

Complaints

All complaints are investigated fully. You may be contacted by telephone and we will always respond in writing to your complaint. We aim to do this within 15 working days. Anything you say will be treated in confidence.

Comments, compliments, complaints and suggestions

All customer feedback is collated and presented to the relevant Council committees on a quarterly basis.

We are continually aiming to improve Council Services and feedback such as yours helps us in this process.



CHAPEL-EN-LE-FRITH PARISH COUNCIL

**How to Comment on,
Complain, Compliment
or
Make Suggestions about
the Council**

Chapel-en-le-frith Parish Council

Town Hall
Market Street
Chapel-en-le-Frith
High Peak
Sk23 0HP

Tel 01298 813320
Email: clerk@chapelpc.org

Use this form to let us know what comments, complaints or compliments you have about Chapel-en-le-Frith Parish Council.

Name: Mr/Mrs/Ms/Miss.....

Address:

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Phone No:

Email Address:

Your feedback is about:

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Comment

Complaint

Compliment

Suggestion

Do you require a response? YES/NO

Office use only:

Date received:

Please give details including dates where possible:

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What action do you think we should take?

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Signed

Date.....

Let us know what you think of us

We want your help to make our services better. In any organisation things will go wrong, and that's the time you want to be able to get in touch with the Council to sort out any problems. A lot of people feel embarrassed or awkward when making a complaint, and often problems go unnoticed, simply because people don't let us know.

Comment, Complaint or Compliment

We want you to let us know if you've got a comment to make, whether it's good or bad, on any of our services. You can also make suggestions about how we can improve our services.

We want you to complain if you feel you've been poorly treated by any of the Council services. After all, if you don't let us know, how can we do better?

We would also like you to tell us when we do something right. If you're particularly pleased with any of our services then let us know.

What you can expect from us

If you have indicated that you require a response we will acknowledge it within 3 working days, and give you a detailed response within 15 working days.

We will take your comments and complaints seriously. We will find out if our service has failed, explain the circumstances to you and correct that failure, if we can. You can involve your local Councillor at any stage of this process. Anything you say will be treated in confidence.