

# Customer feedback

Let us know!



COTSWOLD  
DISTRICT COUNCIL

# Let us know

We'd love for you to let us know about something we've done well or if you have a suggestion for us. You can do this on the attached form. You can also give us a call or let us know in person if you come to our offices.

We want to make it as easy as possible for you to let us know when things have gone right or wrong, so if you have a specific need let us know. We'll happily provide this information in a different format, for example in a different language, large print or braille.

## If things do go wrong

If something does go wrong we need you to tell us about it when it happens. We learn from our mistakes and want to put things right quickly. So when you tell us what went wrong we'll ask you to tell us how we can put things right too.

We'll consider your complaint if you tell us about it within 12 months and you can:

- Complete and return this feedback form
- Let us know online at [www.cotswold.gov.uk](http://www.cotswold.gov.uk)
- Call us on **01285 623000**
- Visit us in person and speak to any member of the team
- Let your local councillor know
- Write to us at **Cotswold District Council, Trinity Road, Cirencester, Gloucestershire, GL7 1PX**



# Unhappy? How we'll resolve your complaint

## Complaint received

We'll acknowledge your complaint within two working days



## Stage 1

The relevant service area will take the time to understand what went wrong and we'll give you a full response within 10 working days. (A letter will be sent with an update if we can't meet this timescale)



Complaint unresolved



Complaint resolved, end of process



## Stage 2

Complaint referred to a senior manager for independent investigation. Final response issued within 10 working days. (A letter will be sent with an update if we can't meet this timescale)



Complaint unresolved



Complaint resolved, end of process



## Local Government Ombudsman

If we are unable to resolve your complaint, you then have the right to put your complaint to the Local Government Ombudsman

# Feedback form

Please complete and return



Your details: (BLOCK CAPITALS please)

Name: .....

Address: .....

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Postcode: .....

Telephone: ..... (Home)

..... (Work)

Email: .....

Is this a:  Comment  Complaint

How would you like us to respond:  Email  Phone  Post  No response

Details of your comment or complaint:

(continue on a separate sheet if necessary)

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If you have a complaint, how can we put things right?

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