



Appleby-in-Westmorland Town Council
Complaints Procedure

COMPLAINTS FORM (Page 1 of 2)

Please describe your complaint:

1. WHAT TYPE OF SERVICE HAS BEEN AT FAULT?

2. WHAT HAS HAPPENED?

3. WHAT SHOULD BE DONE TO RESOLVE THE PROBLEM?



COMPLAINTS FORM (Page 2 of 2)

4. HAVE YOU REPORTED THIS PROBLEM PREVIOUSLY?

WHO TO:

THE DATE YOU REPORTED IT:

NAME

ADDRESS

PHONE

EMAIL

SIGNED

DATE

DATA PROTECTION

In order to investigate your complaint the information you provide, including your personal details, may need to be divulged to Council employees and Councillors. Details of complaints received and our findings, without publishing names or other personal details, are reported to the Council, documented in the minutes and will be available to the public.

Please return this form to: Appleby Town Council, Moot Hall, Boroughgate, Appleby-in-Westmorland, Cumbria, CA16 6YB
email: clerk@applebytown.org.uk