

How to Complain

Service Ref:

Complaints Response

Please let us know if you are happy with the way we dealt with your complaint ...

The letter you have received with this leaflet is the Council's Formal response to your complaint. Please read it carefully - it explains whether we agree with your complaint and if not, why not. If we said we agree, it will also tell you what we are going to do to put things right if appropriate.

If you are not satisfied with the way we have dealt with your complaint you can appeal. To do this you should fill in this form and return it to the Chief Executive who will then decide what further action to take. You should give the details of why you are dissatisfied and what you want the Council to do to put things right. Please use the space on the other side of this form and additional sheets of paper if you wish.

Your details

Name

Address

..... **Postcode**

Tel:

We would still like to hear from you if you are satisfied with the reply to your complaint.

Please tick the appropriate box below and post this form to the Chief Executive, Redditch Borough Council, Walter Stranz Square, Redditch B98 8AH or hand it in at one of the Council's One Stop Shops.

Your Complaint

How satisfied or dissatisfied are you with the reply to your complaint?

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Do you wish to appeal? Yes No

