

## **Comments Compliments and Complaints**

Dilwyn Parish Council invites you to Comment Compliment and Complain: -

### **Your Comments:**

If you have any comments or suggestions you can contact us in a number of ways:-

- Speak to any of the Parish Councillors
- The Parish Clerk

A response will be provided within 5 working days.

### **Your Compliments:**

Please contact us in any of the above ways. What you can expect from us:

- The Council will record your Compliment and pass it on to the relevant person.

### **Your Complaints:**

If you have a Complaint regarding a service you have used or a service which is not provided or about a member of the Council you should;

- Try to settle your complaint directly with the person concerned if this is not possible contact the Parish Clerk.
- If you are still not satisfied ask that your complaint be investigated by the Chairman/Parish Council

### **What you can expect from us:**

If the problem cannot be resolved immediately you will receive an acknowledgement within five working days. If we cannot give a full response within five working days we will acknowledge your comment or complaint and advise you how long it is likely to take.

If we have got things wrong you will receive an apology in writing. All comments compliments and complaints will be monitored to ensure that the Parish Council learns from this feedback.

If you cannot settle the complaint with the Parish Council you may wish to take up the matter with:

The Local Government Ombudsman  
The Oaks  
2 Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB

The Local Government Ombudsman will ask you if you have tried to resolve the problem with the Parish Council in the first instance.