

Customer feedback form continued

If you would like to receive a reply,
please tell us your:

Name:

Address: _____

Email address:

Telephone number _____

Would you prefer to be contacted by
 email telephone or post

Please hand this to a member of staff
or send it to:

Freepost
Customer Services
Nat 10638
Weston-super-Mare
BS23 1BR

**Thank you. We will contact you within
10 working days.**



Customer Services
North Somerset Council
Town Hall
Weston-super-Mare BS23 1UJ

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Large print

If you would like an audio
or large print copy of this
leaflet please contact us
on 01934 426 826.

Other languages

Help is available for people who
require council information in
languages other than English.

Please contact 01934 426 826
for more details.

www.n-somerset.gov.uk

Compliments, suggestions and complaints



Giving us feedback

We are committed to the delivery of high quality services that meet your needs. We need your help to maintain and improve our standards of service. If you would like to compliment us on something we have done well or make suggestions for improvements please contact us.

There may be times when things go wrong and you do not receive the standard of service you expect. If you feel that you have good cause for complaint, then we need to know.

Making a complaint

Step one Go direct

If you know the specific service that your complaint is about please take it up with the relevant officer or service area in the first instance. If you are not sure who to speak to, you can call in to any council office or telephone **01934 426 826**.

You can also email us at **comments@n-somerset.gov.uk**, send us a letter (see address on reverse) or contact your local councillor who will take the issue up for you.

Step two Chief Executive Officer

If you are not satisfied with the outcome of your complaint after taking the matter up with the relevant council officer, you can take it to the Chief Executive Officer.

■ **Graham Turner**
Chief Executive Officer
North Somerset Council
Town Hall
Weston-super-Mare BS23 1UJ
email: graham.turner@n-somerset.gov.uk
Tel: 01934 426 826
Fax: 01934 888 822

Our response

We aim to reply to your complaint within 10 working days. If we can't reply fully within that timescale we will let you know.

Local Government Ombudsman

If you are not satisfied with the CEO's response you can ask for your complaint to be examined by the Local Government Ombudsman.

If you would like more information about this please call **01934 426 826** or email **comments@n-somerset.gov.uk**

Customer feedback form

Today's date _____

Would you like to make a
 compliment suggestion complaint

Please give details:

What would you like us to do to put it right:
