Eden District Council - Complaint Form

I feel dissatisfied with the service I have received from the Council:

1. Please specify clearly what you think has happened and what has gone wrong:

2. Please state briefly, exactly what you would like the Council to investigate (eg the officer failed to respond to my letters and when he did so the information he provided was inaccurate):

3. What would you like the Council to do to put things right?

4. If your complaint is about a particular service or member of staff please state the name of the person or service concerned. (Providing as much detail as possible will assist the Council in dealing with your complaint quickly.)

5. If you have already reported this problem previously, please tell us when and to whom:

My Details

Please complete the following in every case.

Name:

Address:

Post Code:

Telephone Number:

Email:

Signature:

Date:

The personal details provided are confidential, and will not be disclosed without your consent. The Council does however use the details provided for internal monitoring of the Council's performance.

Please return this form to:

Assistant Director Governance (Monitoring Officer)
Eden District Council
Town Hall
Penrith
CA11 7QF

/ Or /

By Email: dcls@eden.gov.uk

For Office Use:

CCC No:

Date Received:

Allocated to: Response Date:

Related Complaints CCC No: