

Comments, Compliments and Complaints Form

A: Your details

Name of section/service you are referring to:	
Title: Mr/Mrs/Miss/Ms (If other please state)	
Last name:	
Forename(s):	
Address and postcode:	
Daytime contact number:	
Mobile number:	
E-mail address	

Please state by which of the above methods you would prefer us to contact you

If a complaint is being made, the person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned. For example, you may need to fill in an authorisation form.

B: Making a complaint on behalf of someone else: Their details:

Title: Mr/Mrs/Miss/Ms (If other please state)	
Last name:	
Forename(s):	
Address and postcode:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C: About your comment, compliment or complaint. Please provide the following information if you wish to do so. (Please continue on a separate sheet if necessary).

C.1 What is your comment or compliment? Or if a complaint, please explain what you think they did wrong or failed to do and complete the below sections.
C.2 Describe how you personally have suffered or have been affected.
C.3 What do you think should be done to put things right?
C.4 When did you first become aware of the problem?

C.5 Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.

C.6 If it is more than 6 months since you first became aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your complaint, please attach them with this form.

Signature: _____

Date: _____

Thank you for providing us with this information

When you have completed the form please give it in at a One Stop Shop, e-mail it back to the officer who sent it to you or post it to:

Neath Port Talbot CBC
Civic Centre,
Port Talbot
SA13 1PJ