

### If you wish to make a Suggestion

Simply fill in sections 1 and 3 of this form and return to Down District Council using the prepaid envelope provided.

### If you wish to Complain

Simply fill in sections 1 and 2. We welcome all customer comments, please complain if:

- ❖ we do something wrong
- ❖ we fail to do something you expect
- ❖ you were not treated courteously by a member of staff

If you are unhappy about any of our services you or someone representing you can complain using these three steps.

#### STEP 1

Contact us by telephone, writing or calling into any indoor Council Facility. This can be our central office at 24 Strangford Road, Downpatrick, Tel: 028 4461 0829 or any of our centres throughout the District, where a member of staff will try to resolve your complaint on the spot.

#### STEP 2

If you are still not satisfied please fill in Section 2 or ask a member of staff to help you.

Following completion these should be returned as soon as possible. An Officer investigating your complaint, will then contact you. If you wish you may contact or meet this Officer at any mutually convenient time or place. When your complaint has been investigated we will write to you with the outcome. This will be as soon as possible but certainly within 14 working days from when you first complained. If the matter is complex, it may take longer, should this be the case we will let you know.

#### STEP 3

If you are still unhappy there are a number of options available to you. Of course you can take one of these options at any time during the procedure.

The options include contacting:

- ❖ The Clerk and Chief Executive.
- ❖ Your Local Councillor or
- ❖ Commissioner for Complaints (Ombudsman)  
4<sup>th</sup> Floor Progressive House  
33 Wellington Place  
Belfast BT1 6HN  
Tel: 028 9023 3821

### SECTION 1 – YOUR DETAILS

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone No \_\_\_\_\_

### SECTION 2 – HOW TO COMPLAIN

*(Use this section to provide details of your complaint).*

What is your complaint? (Give as much detail as you can e.g. date, time, where it happened etc).

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If you spoke to a member of staff, please give their name (if known) and the office.

\_\_\_\_\_  
\_\_\_\_\_

What did that member of staff say or do?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why are you dissatisfied with this response?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you think the Council should do to put things right?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

***SECTION 3 – Make a Suggestion***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

When you have filled in the form, please return it to 24 Strangford Road, Downpatrick, BT30 6SR using the prepaid envelope provided.

Complaints are about problems which happen because of the way the service was (or wasn't) delivered to you. They are not routine enquiries about a service, or requests for a service. We need to know about your complaints *so that we can put things right.*

**WE ARE HAPPY TO RECEIVE YOUR COMPLAINTS OR SUGGESTIONS.**

**HELP US IMPROVE OUR SERVICE.  
TELL US HOW WE CAN IMPROVE**

**Suggestions  
&  
Complaints**