



Great Wyrley Parish Council

Complaint Form

Please complete this form if you wish to make a formal complaint about the administration, procedures or services of Great Wyrley Parish Council.

Before completing this form, please read the Council's Complaints Procedure Policy.

Please note:

- This form **cannot** be used to complain about the conduct of a Parish Councillor. Complaints about councillors must be made to the Monitoring Officer at South Staffordshire Council.
- Anonymous complaints will not normally be investigated.
- All information will be treated in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Complainant Details

Full Name

Address

Postcode

Telephone Number

Email Address

Preferred Method of Contact

☐ Email

☐ Telephone

☐ Letter

Details of Your Complaint

Please tell us what happened.

Include:

- dates and times (if known)
- location
- who was involved
- what you believe the Council did wrong

(Continue on a separate sheet if necessary.)

Has this matter been raised with the Council before?

☐ Yes

☐ No

If yes, please provide details.

Supporting Evidence

Please list any documents or evidence you are providing.

☐ Letters

☐ Emails

☐ Photographs

☐ Other (please specify)

What outcome are you seeking?

Please tell us how you believe this complaint could be resolved.

Declaration

I confirm that:

- the information provided in this complaint is true to the best of my knowledge;
- I understand that the Council may need to share relevant information with those involved in investigating my complaint;
- I understand that my complaint will be handled in accordance with the Council's Complaints Procedure.

Signature

Date

Office Use Only

Complaint Reference Number:

Date Received:

Received By:

Acknowledgement Sent:

Investigating Officer:

Date Investigation Completed:

Outcome:

- ☐ Upheld
- ☐ Partially Upheld
- ☐ Not Upheld

Date Response Sent:

Review Requested:

- ☐ Yes
- ☐ No

Review Outcome:

Date Closed:

Privacy Notice

The information you provide will be used solely for the purpose of investigating and responding to your complaint. Your personal data will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and Great Wyrley Parish Council's Privacy Notice.