



Comments, Compliments and Complaints

All comments, compliments and complaints will be dealt with in confidence.

Adopted by Council at the Annual Meeting of Council on
20 May 2025

Any Comments you make

we will listen to

Any Compliments

we will pass on to the people concerned.

Any Complaints

we will try to resolve to your satisfaction **and**
we will learn from them

If you wish to make a complaint there are 3 stages:

Stage 1

In most cases problems can be sorted out quickly and satisfactorily at this stage. Please speak directly to the staff involved, telling them why you are dissatisfied or, if you prefer, you can write a letter explaining what your complaint is and what you think ought to be done. You will receive an acknowledgement within 7 days with a full response within 21 days.

Stage 2

If you are not happy with what has been done or the problem continues you can appeal and this will be dealt with by the Clerk to Council. You will receive a full response within 21 days.

Stage 3

If you are still not satisfied with the result of the stage 2 investigation you can ask for a further investigation which will be carried out by a Panel of 3 Members. You will receive a full response within 21 days.

We will advise you if more time is needed to investigate the issue(s) raised.

COMMENTS / COMPLIMENTS / COMPLAINTS

Date:

Name:
(Your identity will not be revealed to the public)

Address:

.....

.....

Postcode.....

Telephone No: (Day time) **(Evening)**

Email address

.....

Please tick the appropriate box and complete the section below

Is this a **COMMENT** ☐ **COMPLIMENT** ☐ **COMPLAINT** ☐

Please give details:

.....

.....

.....

.....

.....

.....

.....

If you are registering a complaint what reasonable action would you like us to take?

.....

.....

.....
.....
.....

Have you already reported your complaint YES ☐ NO ☐

If YES, who did you report it to (please state full name)

.....

What action was taken

.....

.....

.....

.....

Please post this form to

Campbell Park Community Council
CPCC Community Hub
Springfield Boulevard
Springfield
Milton Keynes
MK6 3JS

FOR OFFICE USE ONLY

Telephone Call / In Person (Please circle)

Date..... Taken by:

Compliment : Acknowledge, inform relevant Committee/Councillor/Staff member and file.
Complaint : Follow procedure and pass to relevant person.