



20 Bourton Low, Walnut Tree, Milton Keynes MK7 7DE  
 Telephone: 01908 465445 : Mobile: 07786 588562  
 Email: [clerk@waltoncommunitycouncil.gov.uk](mailto:clerk@waltoncommunitycouncil.gov.uk)

## COMPLAINTS FORM

A complaint is defined by the Local Government Ombudsman as: “ an expression of dissatisfaction by one or more members of the public about the Council’s actions, or lack of action or about the standard of a service, whether the action was taken or service provided by the Council itself or a person or body acting on behalf of the Council” . If you feel your complaint falls into this category please print off the form below and complete. For a hard copy please email the clerk [clerk@waltoncommunitycouncil.gov.uk](mailto:clerk@waltoncommunitycouncil.gov.uk)

<b>NAME AND SURNAME :</b>	
<b>ADDRESS:</b>	
<b>TELEPHONE:</b>	
<b>MOBILE:</b>	
<b>EMAIL:</b>	

<b>PLEASE GIVE DETAILS OF THE COMPLAINT</b>	
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	PLEASE TICK		
<b>HAVE YOU COMPLAINED ABOUT THIS BEFORE</b>	<b>YES</b>		<b>NO</b>

**If yes please supply details/dates:**

**Any comments you wish to share with us?**

**OFFICE USE**

## COMPLAINTS FORM

Complaint taken by	NAME/POSITION			
<b>HISTORY ATTACHED ?</b>		<b>YES</b>		<b>NO</b>

CATEGORY OF COMPLAINT			
Service		Procedure	
Member/officer behaviour		Policy	
Finance		Decision	
Contract		Criminal	

PROCEDURE:		
Step 1: Accessed and categorised		completed
Step 2: Passed to appropriate person or committee within 3 days		completed
Step 3: Acknowledgement sent to complainant within 5 days		completed
Step 4: Meeting set up to discuss complaint.		completed
<b>RESOLVED ACTION AGREED:</b>		completed

ACTIONS:		
Letter / email		completed
Published apology		completed
Refer to Milton Keynes Council		completed
Refer to LGO		completed
Refer to Audit Commission		completed
Compensation		completed
Refer to legal		completed