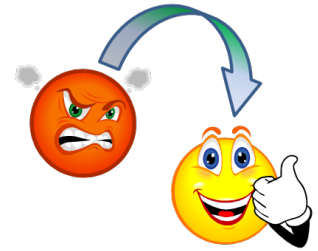


If you are unhappy about something that Herefordshire Council has or has not done, you can make a complaint.

If you tell us about something that we are getting wrong, then we might be able to put it right.



How can I make a complaint?

1. You can fill in this form and post it to:
Complaints Team
Plough Lane
PO Box 4
Hereford
HR4 0XH



2. You can e-mail us details of your complaint. Send your e-mail to complaints@herefordshire.gov.uk

What will we do when we receive a complaint from you?

We will:

- Write or Email you to say we have received your complaint
- Tell you when we will reply to your complaint
- Investigate your complaint
- Try to make sure that problems don't happen again



We will do our best to give you the solution you want. But if this is not possible, we will tell you why.

How will you keep my personal details safe?

All the information you give us will be protected by the Data Protection Act 2018. This means that we will keep your information safely, and we will not give it to anyone else (unless they need it to investigate your complaint).



What if I'm not happy with how you handle my complaint?

If you don't like the way we investigate your complaint, you can ask the "Local Government and Social Care Ombudsman" to look at it for you:

Address: Local Government and Social Care Ombudsman
PO Box 4771, Coventry, CV4 0EH
Tel: 0300 061 0614
Website: www.lgo.org.uk

Local Government
OMBUDSMAN

Tell us about yourself

Your name

Telephone number

Address (including
postcode)

E-mail address

Today's date

If you are contacting us on behalf of someone else, please give us their name and address.
We must ask for this person's permission to write to you about their complaint.

Their name

Telephone number

Their address
(including postcode)

E-mail address

Tell us about your complaint

A large, empty rectangular box with a thin black border, occupying the top half of the page. It is intended for users to provide feedback or comments.

Tell us what you think we could do to put it right

A large, empty rectangular box with a thin black border, occupying the bottom half of the page. It is intended for users to provide feedback or comments.

Thank you!