**How Do I Complain?**

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at [**comments@inverclyde.gov.uk**](mailto:comments@inverclyde.gov.uk)download and print the pdf form to the left of this page or download and complete the word version.

Send your complaint by post to:

Complaints

Inverclyde Council

Municipal Buildings

Greenock

Inverclyde

PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

**When complaining, tell us:**

* your full name and address
* your contact numbers, email address and best times to contact you.
* as much information as you can about the complaint
* what has gone wrong
* how you want to resolve the matter