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| Your complaint |
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| *Continue on a separate sheet if required* |

**Which of these statements best describes your complaint? (please tick)**

|  |  |
| --- | --- |
|  | Disagreement with a decision |
|  | Dissatisfaction with council policy |
|  | Failure to follow the appropriate administrative process |
|  | Failure to provide a service |
|  | Standard of service |
|  | Treatment by or attitude of a member of staff |
|  | Other |
|  | **Please specify** |

**Which Inverclyde Council service is your complaint about? (please tick)**

|  |  |
| --- | --- |
|  | Chief executive |
|  | Education  |
|  | Education Resources |
|  | Organisational development & Corporate Policy |
|  | Communication, tourism & health and safety |
|  | Regeneration and planning services |
|  | Community learning, development sports & safety |
|  | Libraries, education development and arts |
|  | Finance – Revenues & Customer Services |
|  | Information and communications technology (ICT) |
|  | Property and technical services |
|  | Legal and democratic services |
|  | Public protection services |
|  | Shared services – Roads |
|  | **Please specify** |

**Your details**

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Address |  |
| Post code |  |
| Phone (home) |  |
| Phone (mobile) |  |
| Email |  |
| **Signed**  |  |
| **Date**  |  |

***Data Protection:*** *Inverclyde Council is obliged to comply with current Data Protection Laws and will use this information for the purposes of Public Services Reform (Scotland) Act 2010 and related purposes. Further information can be found at* [*www.inverclyde.gov.uk/privacy*](http://www.inverclyde.gov.uk/privacy)*.  The customer comments, compliment and complaints privacy notice explains this in more detail.*

**Send your complaint by email to**: comments@inverclyde.gov.uk

**Send your complaint by post to:**

Complaints
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1LY