

Customer Complaints

Amber Valley Borough Council is committed to making a difference for Amber Valley. This includes a commitment to listen to, consult with, act on feedback and involve our communities in our services and decisions.

If you are unhappy with any aspect of our service please let us know. We know we do not always get it right but we cannot do anything about it if we are not aware there is a problem in the first place. When things go wrong we want to know so that we can use the information to put things right.

If you wish to make a complaint please fill in the form below. The information you provide will only be used to investigate your complaint.

The data submitted via this form will be processed and stored electronically by the Council. In compliance with the General Data Protection Regulations we would inform you that:

- The legal basis for processing this data is Article 6 (1)(a) of the General Data Protection Regulations.
- All data will be deleted in accordance with the Councils data retention policy.
- We will not pass you personal data on to anyone else.
- You have the right to see the personal data we hold about you; if you think it is wrong you can ask us to put it right; if you think that we have no legal grounds for retaining the information you have the right to ask for it to be erased; if there is a query on the accuracy of the data you have the right to ask us to stop processing your information.
- The Council's Data Protection Officer can be contacted on. Tel 01773 570222.
Email dpo@ambervalley.gov.uk
- If you are unhappy with how the Council deals with your personal information you may wish to contact the Information Commissioner. Tel 0303 123 1113; email - casework@ico.org.uk;
web site - www.ico.org.uk

By submitting this form you are agreeing that you have read and understood the above, and give consent for your data to be processed by the Council for the purposes of dealing with your complaint.

Date: __ / __ / ____

Title:

First name(s):

Surname:

Address:

Work telephone number:

Home telephone number:

Mobile telephone number:

Email address:

**How do you prefer
to be contacted?**

Telephone

Email

Letter

What is your complaint?

Did you speak to a member of staff first about your complaint?

Yes

No

If yes, who did you speak to:

