

## Complaints, Compliments and Comments

This form can be used to provide us with your comments, compliments and complaints. Please complete all sections in block capitals, using blue or black ink, and give us as much information as possible so that we may respond as quickly and as accurately as possible. All information will be treated in confidence and in accordance with the South Downs National Park Authority's Complaints, Compliments and Comments Policy. A copy of this policy can be found on the National Park's website or can be requested by post using the contact details listed below.

Is this a:

Complaint	Compliment	Comment
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Date Form completed (You)	Date Received (SDNPA)	Reference (SDNPA)

Your Details

Fields marked \* are mandatory

*Title	Mrs	Mr	Miss	Ms	Other
*First Name					
*Surname					
*House No./Name					
*Street					
*Town					
*County					
*Postcode					
Daytime Telephone Number					
Mobile Phone Number					
Email					

When we need to contact you, how would you prefer to be contacted? (Tick all those that apply)

Email	Letter	Daytime Telephone	Mobile Telephone
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Please give as much information as you can about the issue you have contacted us about. Please try to be as accurate as possible, and if you can, include any dates and times that might be relevant to the issue. Please also let us know how you have been affected by this issue. Please feel free to add additional pages if required, but ensure that you note you have added extra pages on this page

Have you spoken or contacted anyone in the Authority about the same issue before?	Yes No
What was the name of person in the Authority you contacted?	
What was the date you contacted this person?	
Please describe what happened as a result of this contact	

What would you ideally like the Authority to do? i.e. How can we put things right, or how can we build on what we have already done well?

Is there any other information you wish to tell us, or feel is relevant to your feedback about our services?

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I confirm all the information I have given is to the best of my knowledge, accurate and complete.

Signed:

Name:

Date:

You can return this form, and/or request a full copy of the Authority's Complaint and Feedback Policy from:

Support Services and Data Protection Manager  
South Downs National Park Authority South Downs Centre  
North Street, MIDHURST  
GU29 9DH

Email: [info@southdowns.gov.uk](mailto:info@southdowns.gov.uk)

**We will try to respond to you within 10 working days to explain with information about what will happen next**

Please note the following important information:

**Data Protection**

The information you provide will only be held for the purposes of processing and administration and will not be passed to any other organisation. However, in order to investigate any concern you may have, we may need to divulge your information to other Authority staff. This will only be done where absolutely necessary. We will also pass on compliments to relevant service areas.

Should you refer your complaint to the Local Government Ombudsman, then information must by law be provided to them on request.

**Freedom of Information**

Any correspondence received by the Authority may be subject to a Freedom of Information request. Where appropriate, the Authority will try and maintain anonymity.