

**Customer Complaint Form**

It would assist us if you could complete this form to make your complaint. If you prefer you can make a complaint by email, by phone, by letter or by using our online complaints form at: **www.torbay.gov.uk/complaints**

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| **Title** |  | **First name** |  | **Surname** |  |
| **Address** |  |
|  |  | **Postcode** |  |
| **Contact No.** |  |
| **Email** |  |
| **Date** |  |

**Which service area/department is your complaint about?**

Don’t worry if you are unsure, the Information Compliance Team will allocate the complaint to the correct area.

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**Please give details of your complaint (please add additional pages if required)**

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**Data Privacy Statement**

The information you provide on this form will be used to provide you with a response in relation to your complaint, and may be disclosed to other departments within the Council in order to help us process your complaint. The information you provide will be processed in accordance with the Data Protection Act 1998 and, in particular, will be retained for as long as necessary for us to process your query, as well as in line with applicable legislation and our own retention policy. By completing this form, you acknowledge that you have read and understood this Data Privacy statement, and that you agree that Torbay Council may process personal data relating to you for the purposes detailed above and in accordance with the relevant legislation. If you wish to access your personal information at any time please contact the Information Compliance Team on 01803 207177.

**Have you complained about this issue before?** Yes [ ]  No [ ]

If yes, please give details below e.g. how long ago and who to?

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**What would you like us to do to put things right?**

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**How would you like to receive your response?** (Please cross (X) all that apply)

Letter [ ]  Email [ ]  Telephone [ ]  Face to Face [ ]  Other [ ]

**If other, please specify below.**

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**If you have any special requirements that would help you understand our response, for example if English is not your first language or if you have a disability**, please let us know.

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**About You**

These questions help us to understand the views of different groups of people. Please only complete about yourself.

**Are you?** Male [ ]  Female [ ]

**Which of the following age groups apply to you?** (Please cross (X) one box only)

0-15 [ ]  16-24 [ ]  25-34 [ ]  35-44 [ ]  45-54 [ ]  55-64 [ ]  65-74 [ ]  75+ [ ]

**What is your ethnic origin?**

 **White** [ ]  British [ ]  Irish [ ]  White other

 **Mixed** [ ]  White & Black Caribbean [ ]  White & Black African [ ]  White & Asian

 **Asian or Asian British** [ ]  Indian [ ]  Pakistani [ ]  Bangladeshi

 **Black or Black British** [ ]  Caribbean [ ]  African

 **Chinese / Other** [ ]  Chinese [ ]  Other (please state below)

 **Any other Ethnic Group**

**Do you consider yourself to be disabled in any way?** Yes [ ]  No [ ]

If yes, please tell us how it affects you it affects my mobility [ ]

 it affects my hearing [ ]

 it affects my vision [ ]

 it affects me in another way (please state below) [ ]

**Thank you for your comments, please return your completed form to:**

The service area concerned (if known) or to Information Compliance, Torbay Council, Town Hall, Torquay, TQ1 3DR or **infocompliance@torbay.gov.uk**