

CUSTOMER FEEDBACK
STRABANE DISTRICT COUNCIL
FREEPOST NATN30
STRABANE
BT82 8BR

OUR COMPLAINTS PROCEDURE

STAGE 1

The complaint will be dealt with by the department responsible for the service. We will acknowledge your complaint within 3 working days and respond within 15 working days. If we are unable to respond within 15 working days we will inform you of this.

STAGE 2

If you tell us that you are not happy with our response, the complaint will be dealt with by the Chief Officer or Head of Department, in conjunction with the Corporate Policy Officer.

We will acknowledge this complaint within 3 working days and respond within 15 working days. If we are unable to respond within 15 working days we will inform you of this.

STAGE 3

If you are still not happy with how your complaint has been dealt with, you can ask the Chief Executive Officer to review the response.

If you are still not satisfied, you may refer your complaint to the Northern Ireland Ombudsman.

Satisfied?
Not Satisfied?

Tell us
what
you
think.

Your feedback
is important
to us.



Strabane
District Council
Comhairle Ceantair
an tSraitha Báin
Strabane District Council

BETTER SERVICES

We want to provide the **right service** in the **right way**.

Your feedback can help us improve.

Tell us what you **think**.

WE WELCOME

Comments and suggestions, to help us improve all the time.

Complaints, so that we can put things right and do better next time.

Compliments, to help us to know what works well.

HOW TO GET IN TOUCH

BY TELEPHONE

Monday-Friday
09.00-13.00 / 13.30-17.00
Tel: 028 71 382204

BY EMAIL

info@strabanedc.com

IN WRITING

Fill this form and send it back to us.

OR, WRITE TO

Chief Executive's Department
Strabane District Council Offices
47 Derry Road
Strabane
Co. Tyrone
BT82 8DY

You can also **call in person** or **visit our award-winning website** and send back a comments form:

www.strabanedc.com

DETAILS

Name _____

Tel No. _____

Email _____

Address _____

ARE YOU MAKING A

- Comment or suggestion
- Complaint
- Compliment

DETAILS

If you are making a complaint, how can we put things right?

Signature _____

Date _____

tear along the dotted line and send to us