

Help us get it right

However you feel about Thame Town Council, we want to hear about it. By learning what you think, we are able to gain a deeper understanding of our customers. This information is vital in helping us to improve our services for the benefit of our community.

We want to provide a good service and we want to know when things go wrong and when they go right.

What you say is important and will help us:

- **get things right**
- **put things right**
- **improve services**

Stage 1	Stage 2	Stage 3
<p>Get in touch to comment or complain</p> <p>You can do this by:</p> <ul style="list-style-type: none"> ● email ● phone ● visiting the office ● fax ● in writing using the address on the reverse <p>We will: listen carefully to your concerns and explain how we can help you try to sort out the problem straight away.</p> <p>At this stage you will receive a response within 14 working days.</p>	<p>If you are unhappy with the response you receive, you can request your complaint to be reviewed by the Town Clerk.</p> <p>You can write, phone or email the Town Clerk using the information on the reverse of this form.</p> <p>Please include who you initially spoke to and why you are unhappy with the reply.</p> <p>The Town Clerk will review your complaint and respond in writing accordingly within 14 working days.</p>	<p>If you are unhappy with the second response, you may ask the Town Council's Complaints Panel to investigate.</p> <p>The Complaints Panel will arrange for a final review of the complaint to be undertaken.</p> <p>The Complaints Panel will consist of any three councillors with no prejudicial interest.</p> <p>At this stage you will normally receive a response within 28 working days.</p>

Complaint/Comment Form

Name:

Address:

Post Code:

Phone No:

Email Address:

YOUR COMMENT/COMPLAINT (continue onto separate sheet if necessary)

Have you made this complaint to anyone else? Yes No

If yes, please provide name and date:

What could Thame Town Council do to address your issue?

Signed:

Date:

How to contact us about giving your feedback

Please write to:

Office Administration Manager
Thame Town Council
Town Hall
High Street
Thame
OX9 3DP

Telephone:

01844 212833

Fax:

01844 216094

Email:

info@thametowncouncil.gov.uk

Graham Hunt

Town Clerk and Responsible Financial Officer
Town Hall, High Street, Thame
OX9 3DP

Tel: 01844 260495

Email: graham.hunt@thametowncouncil.gov.uk

www.thametowncouncil.gov.uk



Thame Town Council

Help us get it right

Give us your feedback

One of our aims is to inform, consult and listen to our customers.

We therefore encourage all forms of feedback, including complaints.

www.thametowncouncil.gov.uk

