



ASHFORD  
BOROUGH COUNCIL

## Welcome to Ashford

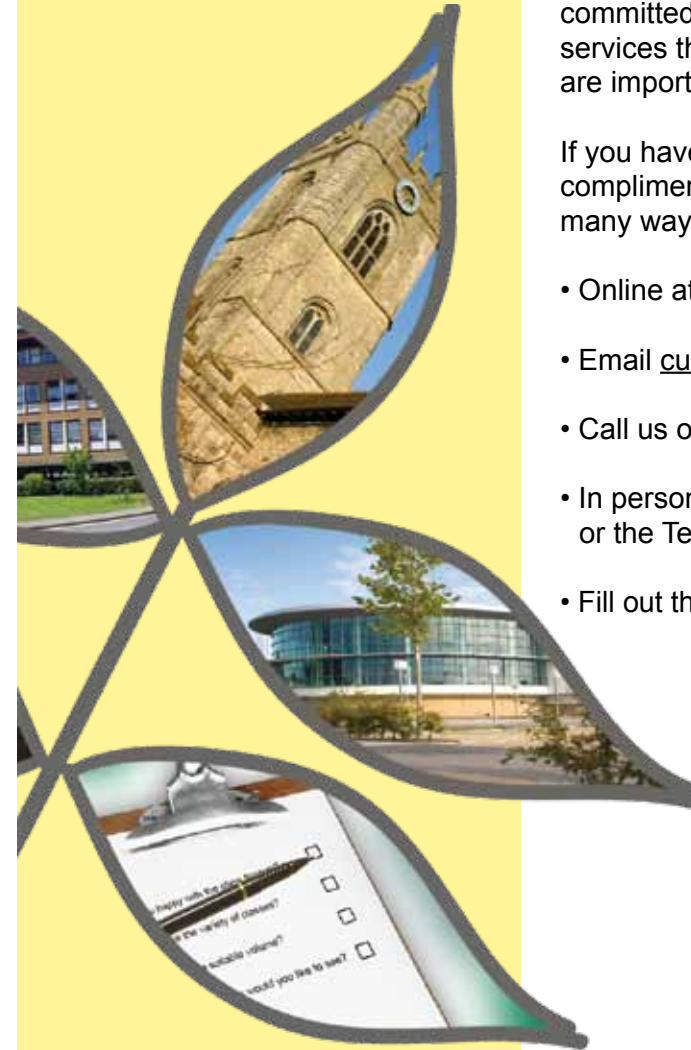
# Comments Complaints Compliments

At Ashford Borough Council we are committed to improving the quality of the services that we provide and your views are important to us.

If you have a comment, complaint or compliment about the Council there are many ways you can get your voice heard.

- Online at [www.ashford.gov.uk/feedback](http://www.ashford.gov.uk/feedback)
- Email [cust.services@ashford.gov.uk](mailto:cust.services@ashford.gov.uk)
- Call us on 01233 331111
- In person at the Civic Centre in Ashford or the Tenterden Gateway
- Fill out the attached form and return it to:

**Customer Services**  
Ashford Borough Council  
Civic Centre  
Tannery Lane  
Ashford  
TN23 1PL



If you need this information in a different format call 01233 311111.

如果您需要本資訊的其他語言版本，請致電01233 331111。

"نهگهر نهم زانياريمت به زمانتيكى ديكه دوتيت،  
تكاپه پميومندي به ژماره 01233331111 بکه"

"यदि तपाईंलाई यो जानकारी अन्य भाषामा चाहिएमा,  
कृपया 01233331111 मा फोन गर्नुहोला"

شميري ته زنگ ووهي. که دا معلومات په کوم بلي ژبي کي غواړي، 01233331111

Jeśli niniejsza informacja potrzebna jest w innym  
języku, prosimy o kontakt pod numerem 01233 331111

اگر آپ کو یہ معلومات کسی دوسری زبان میں  
پرکال کریں مطلوب ہے تو، براہ کرم 01233331111

### Data Protection

All the information you provide will be held electronically and is protected under the Data Protection Act 1998.

More details are available on our website [www.ashford.gov.uk](http://www.ashford.gov.uk)

### Useful contacts

#### Citizens Advice Bureau Ashford

Seabrooke House  
10 Norwood Street  
Ashford TN23 1QT  
01233 626185

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

#### Tenterden

Town Hall  
High Street  
Tenterden TN30 6AN  
01580 762371

#### Kent County Council

08458 247 247  
[www.kent.gov.uk](http://www.kent.gov.uk)

#### Directgov

[www.direct.gov.uk](http://www.direct.gov.uk)



INVESTOR IN PEOPLE



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Promoting Sustainable  
Communities Through  
the Planning Process



## Our complaints procedure

Once a complaint has been received we will take the following steps.

### Step 1

#### Within 3 working days

Your complaint will be passed to a member of staff to deal with and you will receive an acknowledgement.

#### Within 15 working days

We will have completed our investigation and will send you a written response.

If we need more time to investigate we will keep you informed of our progress.

### Step 2

If you are not satisfied with our response we will pass your complaint to the relevant Head of Service to review the investigation.

#### Within 3 working days

You will receive an acknowledgement from the Head of Service that they are dealing with your complaint.

#### Within 20 working days

The Head of Service will send you a written response.

If more time is needed to investigate you **will be kept informed of our progress.**

### Local Government Ombudsman

Should you remain dissatisfied after following our complaints procedure you may wish to contact the Local Government Ombudsman. Write to them at the address below or call 0845 602 1983 or 0300 061 0614.

Local Government Ombudsman  
PO Box 4771, Coventry CV4 0EH  
[www.lgo.org.uk](http://www.lgo.org.uk)

### Councillor Complaints

If you are complaining about the conduct of a Borough, Parish or Town Councillor please go to [www.ashford.gov.uk/councillorcomplaints](http://www.ashford.gov.uk/councillorcomplaints). Alternatively you can write to:

### The Monitoring Officer

Legal & Democratic Services  
Ashford Borough Council  
Civic Centre, Tannery Lane, Ashford TN23 1PL

## Feedback form

**Please fill out all sections of this form and return it to:**

Ashford Borough Council

Civic Centre, Tannery Lane, Ashford TN23 1PL

**Alternatively fill in the on-line form at [www.ashford.gov.uk/feedback](http://www.ashford.gov.uk/feedback)**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Telephone Number:**

**Daytime** \_\_\_\_\_ **Evening** \_\_\_\_\_ **Mobile** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Comment**  **Complaint**  **Compliment**

**Service Area (if known)** \_\_\_\_\_

**When did this incident take place?** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

