**Corporate Complaints Form**

Name …………………………………………………………………………………………

Address ………………………………………………………………………………………

Daytime telephone number ………………………………………………………………. .

Email address ……………………………………………………………………………….

Are you happy for us to correspond with you by email? Yes/No

County Council service area / team or member of staff concerned (if you know)

………………………………….. ……………………………………………………………

Reference on any previous correspondence ……………………………………………

What do you think the Council did wrong? ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ………………………………………………………………………………………………………What do you think the Council should do to put things right? ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ……………………………………………………………………………………………………… ………………………………………………………………………………………………………

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Do you require a response? Yes/No

If Yes, by what method? E-mail/Telephone/Letter

Would it be acceptable for your contact details and information to be shared directly with the Service Provider (eg District Council, if the issue is not the responsibility of Lancashire County Council)? Yes/No

Once completed, please print and return this form by post to "Complaints and Appeals Team, Legal and Democratic Services, Christ Church Precinct, County Hall, Preston, PR1 8XJ" who will ensure that your complaint is passed to the appropriate team.

Or email it to: complaintsandfeedback@lancashire.gov.uk