

Talgarth Town Council.

This form can be used to make a complaint to the Town Council. You can make a complaint by writing a letter but it is worth considering the sections below and use them to organise your letter to ensure we will have all the information required to deal with your complaints quickly.

Section A:

Your details

Name, including initials and title:	
Address and postcode:	
Email address:	
Daytime Contact phone number:	
Mobile number:	

Please state by which of the above methods you would prefer us to contact you:

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

Section B:

Making a complaint on behalf of someone else: Their details

Their Name in full	
Address and postcode:	
What is your relationship to them?	
Why are you making the complaint on their behalf?	

Section C:

About your concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

- Please give an outline your complaint:
- What do you think the Town Council did wrong, or failed to do?
- Describe how you personally have suffered or have been affected.
- What do you think should be done to put things right?
- When did you first become aware of the problem?
- Have you already put your concern to any other Town Council member? If so, please give brief details of how and when you did so.
- If it is more than 6 months since you became first aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Mrs Josephine Rumsey, Clerk to Talgarth Town Council, Ty Carreg, Bronllys Road, Talgarth, Brecon LD3 0HH. 01874 711565