Occasionally a villager may feel the need to lodge a complaint or simply draw attention to a concern in the village. To enable the Parish Council to deal with this in a professional and effective manner we now have a simple procedure that any villager can follow. The information provided will enable us to deal with the matter quickly or escalate to higher authorities if necessary. Examples of some of these higher authorities may be the District Council, the Highways Department and if needs be, our local community police force.

There are a number of ways in which you can provide the information required below.

Email the form to Jane Pearce, Parish Clerk at [wortwellpc@btinternet.com](mailto:wortwellpc@btinternet.com)

Drop the form into the letterbox of any of the local parish councillors

Telephone Jane Pearce with the information: 01986 788 657

The form can be downloaded from the parish council website [www.wortwellpc.norfolkparishes.gov.uk](http://www.wortwellpc.norfolkparishes.gov.uk)

(please note anonymous complaints cannot be acted on)

| **Name:** | **Contact Telephone number** | **Contact email address** | **Nature of complaint** |
| --- | --- | --- | --- |
|  |  |  |  |
| **Details about the complaint** | **Date problem occurred:** | **Time problem occurred:** | **Place problem occurred:** |
| **Please provide a short summary of your concern:** |  | | |
| **What action have you taken yourself (if any)** |  | | |
| **What action would you like the Parish Council to take (if any)** |  | | |

| **For Parish Council Use Only** | | |
| --- | --- | --- |
| Date complaint received |  | |
| Action Taken |  | |
| Response provided to complainant | Date: | Resolved/Further action required.  (delete as appropriate) |
| Details of any further action required |  | |