

# Complaint, Comment or Compliment Form

Please use this form to tell us about your complaint, comment or compliment. Please give as much detail as you can, including when it occurred, what happened and why you are dissatisfied, or what you want to comment or compliment us on.

Are you making a:

Complaint

Comment

Compliment

(please tick one)

Your name:

Your address:

Daytime telephone number:

Email address:

How do you prefer to be contacted?

Letter

Phone

Email

If you are submitting this form on behalf of somebody else we will need their consent for you to do so. Please provide the full name and signature of this person in the space provided below.

Their name:

Their address:

Their signature:

What is your complaint, comment or compliment?  
(There is additional space overleaf if needed)

What would you like us to do now (if anything)?

Have you made this complaint before?

Yes  If yes, when?

No  Not applicable

Your signature:

Date:

# Privacy Policy

We will only store and use the information you supply to us for the purposes of investigating your complaint.

The information you provide will be handled in accordance with the General Data Protection Regulation and the Data Protection Act 2018.

For information on how the Council processes your information please see our privacy notice at [www.hartlepool.gov.uk/privacy-notice](http://www.hartlepool.gov.uk/privacy-notice). It is important that you read our privacy notice so that you are aware of how and why we process your personal information.

If you have any questions on how we process your data please contact the Data Protection Officer:

Hartlepool Borough Council, Victoria Road,  
Civic Centre, Hartlepool TS24 8AY  
or call 01429 523087  
or email [dataprotection@hartlepool.gov.uk](mailto:dataprotection@hartlepool.gov.uk)

Additional space if required: