



Complaint Form

Name: _____

Address: _____

Telephone number: _____

Email address: _____

What briefly, is the nature of your complaint?

What went wrong? (please give as much detail as you can)

What do you think the IDB should do to put things right?

Signed: _____ Date: _____

If you are not satisfied with the reply you receive then you should write again to the above address and arrangements will be made for a further review to be carried out at a more senior level in the Board.

A copy of this form will be logged in a register by the Clerk who will identify a senior person in the Board to deal with your complaint. We will send you an acknowledgement within two working days, telling you who is dealing with your complaint. Within 15 working days of the date of that acknowledgement that person will send you, in writing, either a full response, or a progress report if more details or investigation are required.

Please send this form to:

RLIDB c/o Hoople Ltd, Plough Lane, Hereford, HR4 OLE

FOR OFFICIAL USE

Date received	Reference number	Person dealing