



# Something to tell us ?

**It could be about our services or the way you have been treated...**

We aim to provide you with excellent services, but we know there is always room for improvement and that sometimes we get it wrong.

Our Comments & Complaints Procedure is there to help us improve our services, to put things right or even to tell us that we have done something well.

So please tell us what you think. **Either:**

- **use** one of these forms (available at all counters)

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- **write** to us at:  
Great Yarmouth Borough Council  
Town Hall, Great Yarmouth  
NR30 2QF

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- **telephone** us on (01493) 856100

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- **fax** us on (01493) 846332

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- **e-mail** us on [comments@great-yarmouth.gov.uk](mailto:comments@great-yarmouth.gov.uk)

## Want to contact us ?

### Our Managing Director :-

**Richard Packham**  
(01493) 846301

### Our Executive Directors :-

**Economy and Environment**  
Peter Hardy  
(01493) 846302

**Customer and Resources**  
Jane Ratcliffe  
(01493) 846210

### Our services :-

**Customer Services**  
(01493) 846251

**Environment and Health Services**  
(01493) 846450

**Financial Services**  
(01493) 846206

**Community Housing**  
(01493) 846278

**Housing Needs & Welfare Services**  
(01493) 846450

**Central Services**  
(01493) 846314

**Planning & Development Services**  
(01493) 846104

**Regeneration & Environment Services**  
(01493) 846361

**Revenue Services**  
(01493) 846202

**GYB Services**  
(01493) 846846



**GREAT YARMOUTH**  
BOROUGH COUNCIL

Please let us know what you think  
**We are YOUR Council**



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## Comments

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We welcome your comments whether they are positive or negative, whether they are about a specific service or the way we have treated you. Within five working days of receiving your comment we will let you know who is dealing with it.

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## Complaints

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If you feel we have not come up to your expectations, please let us know.

If you speak to one of our staff, they will try and deal with the matter there and then. If they cannot, or if you have written to us, we will contact you within five working days, either for more information, to report on progress or to give you an explanation. We will do our best to resolve the matter within twenty working days.

Our service managers deal with complaints. If you are unhappy with their decision we will refer the matter to one of our corporate directors, or ultimately to the Chief Executive Officer.

If you are not happy with our response you may wish to contact the Local Government Ombudsman who investigate complaints of maladministration against local authorities. You can contact the Ombudsman direct at:

**Local Government Ombudsman**  
**PO Box 4771**  
**Coventry**  
**CV4 0EH**

**Telephone:** 0845 602 1983  
*(Mon-Fri 8.30am to 5.00pm)*

**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

More information on the Ombudsman is available at all our counters or telephone the Ombudsman Adviceline on 0845 602 1983.



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Please let us know what you think  
**We are YOUR Council**

## Details of your complaint:

Name: .....

Address: .....

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Daytime Telephone Number .....

Email: .....

### Comment/Complaint

**Subject of complaint/comment (e.g. litter, telephones)**

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### Detail

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Although your comments are always welcome, a reply is not always necessary. We feel the customer should make this decision, and therefore, we are leaving it up to you to tell us.

I wish to receive a reply

YES     NO

*(Please tick as appropriate)*

## For Office Use Only

Date	Action
	Received By:
	Recorded By Customer Services Officer
	Passed To:
	Response Made
	Copy To Customer Services Officer