

What To Do Next

All councillors and employees of Swanton Morley Parish Council are committed to providing the best service possible for the village. If you have a compliment or complaint you wish to make, please contact the below:

For complaints about an individual councillor please contact:

The Standards Officer
Breckland District Council
Elizabeth House
Walpole Loke
Dereham
Norfolk
NR19 1EE

01362 695333 or complaints@breckland.gov.uk

For comments about the clerk to the council please contact the Chairman of the Council

Mr Roger Atterwill:
23 Primrose Square
Swanton Morley
Dereham
Norfolk
NR20 4PN

01362 637000 or roger@wensumvalleyservicesltd.co.uk

For comments about the administration of the council or it's procedures, please contact the clerk:

Mrs Faye LeBon
32 Humbletoft Road
Dereham
Norfolk
NR19 2RT

01362 692032 or parishclerk@swantonmorley.info

Alternatively comments about the council and it's procedures can be put to the chairman. It would be helpful if the form on the reverse of this page is completed to give the council as much information as possible.

SWANTON MORLEY PARISH COUNCIL

Did We Get It:

Right?

Or Wrong?

We Value Your Opinion

SWANTON MORLEY PARISH COUNCIL

COMPLIMENTS AND COMPLAINTS (CONFIDENTIAL)

Date Received _____

Your Name –

How do you wish to be contacted? Email Letter Telephone

Your contact details –

If you would prefer to be contacted by telephone, please tell us the best time to contact you -

Please give details of your compliment or complaint –

If necessary, please continue on another sheet of paper

Have you spoken to, emailed or written to anyone at the Council? Yes / No
If yes, please give their name -

What happened as a result of this contact?

What outcome are you looking for (i.e. what would be the best way for the Council to resolve your complaint)?

Thank you for taking the time to complete this form. This should now be sent to the clerk or chairman (addresses on the reverse of this form) who will acknowledge receipt of your compliment or complaint within 10 working days. In the unlikely event that any complaints cannot be resolved by the relevant individual, you will be advised within 20 working days whether the issue will be put to a Complaints Panel which consists of three members of the council (one of which will be the Chairman). Should this occur you will be sent full details of when and where the panel is to meet and the council's Complaints Panel procedure.