

# Cheveley Parish Council

c/o 59 West Street, Isleham, Ely, Cambs. CB7 5SD

Chair: Claire Elbrow  
Vice chair: Sallie Thomas  
Clerk: Marilyn Strand

email: [claire.elbrow@cheveley.org](mailto:claire.elbrow@cheveley.org)  
email: [s.thomas@cheveley-pc.gov.uk](mailto:s.thomas@cheveley-pc.gov.uk)  
email: [clerk@cheveley-pc.gov.uk](mailto:clerk@cheveley-pc.gov.uk)  
Website: [www.cheveley-pc.gov.uk](http://www.cheveley-pc.gov.uk)

Tel: 01638 731513  
Tel: 01638 731727  
Tel: 01638 780835

## CHEVELEY PARISH COUNCIL COMPLAINTS FORM

Please complete and return to the Clerk.

<b>Title:</b>	
<b>First Name(s):</b>	
<b>Surname:</b>	
<b>Address:</b>	
<b>Contact telephone:</b>	
<b>Email address:</b>	
<b>Date of Incident:</b>	
<b>Date of complaint:</b>	

### Details of Complaint:

Please provide as much information as possible including the date the problem arose, location, names of parties concerned etc. Please use an additional sheet of paper if necessary:

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If you believe there are exceptional circumstances which justify keeping this information confidential, please set out your reasons, below.

Signed .....

Dated .....

Please return your completed complaint form and any supporting evidence to:

Parish Clerk  
c/o 59 West Street  
Isleham  
Ely  
Cambs  
CB7 5SD

**Next Steps:**

1. The Clerk will, under normal circumstances\*, acknowledge your complaint within five working days.
2. If you do not wish to report your complaint to the Clerk, you may make your complaint to the Chairman of the Council who will report your complaint to the next Full Council meeting.
3. The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

4. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. In exceptional cases, the twenty working days timescale may have to be extended. If it is, you will be kept informed.
5. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and you will be notified in writing of the outcome of the review of your complaint and the Council's response. This will usually be within 8 weeks of referral.

\*normal circumstances excludes absences through holidays or illness

**Please refer to our website [www.cheveley-pc.gov.uk](http://www.cheveley-pc.gov.uk) to view our privacy notice which outlines how we process and store your personal information.**