



## Customer Complaint Form

Please use this form to make a complaint. If you need help completing this form, please contact us on 0330 137 4000 OR email [customer.services@nmandd.org](mailto:customer.services@nmandd.org)

**Important** – Please note if you have a service request, or if you are reporting a fault with a public convenience, graffiti, an abandoned car or a stray dog, these are handled outside of this complaints process. In these circumstances we will forward your request on to the relevant service area.

For more information on our Complaints Handling Procedure visit:  
[www.newrymournedown.org/complaints-to-the-council](http://www.newrymournedown.org/complaints-to-the-council)

Questions marked with an asterisk \* cannot be left blank.

### Your Privacy

1. Newry, Mourne and Down District Council is committed to protecting your data and respecting your privacy, please read the [www.newrymournedown.org/complaints-privacy-notice](http://www.newrymournedown.org/complaints-privacy-notice) for details of our data handling and your rights.

### My Details

2. Title:\* \_\_\_\_\_
3. First Name:\* \_\_\_\_\_
4. Last Name:\* \_\_\_\_\_
5. Are you completing this form on behalf of someone else?\*      Yes/No  
A complaint made by anyone other than the complainant will only be accepted when it is made by a third party on behalf of the complainant and with their permission.
6. Full address(es) for Council's response (including house/flat number or building name, street and city/town) \*: \_\_\_\_\_  
\_\_\_\_\_
7. Postcode:\* \_\_\_\_\_
8. Email Address:\* \_\_\_\_\_
9. Telephone number:\* \_\_\_\_\_

10. How would you like us to contact you? \*

☐ Email

☐ Phone

☐ Post

11. Please tell us what you wish to complain about: \*

☐ Failure to provide a service

☐ Delays in responding or poor administration

☐ Policies, rules and regulations

☐ Failure to fulfil statutory responsibilities

☐ Failure to achieve published standards/quality of service

☐ Conduct and actions of staff

12. Complaint details - please give a clear description of your complaint and how you think it should be resolved. Include, where possible; date(s), time, location, Council service area or venue, staff name(s) and details of any witnesses (if applicable): \*

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13. Have you complained about this matter to the Council before? \*

☐ Yes

☐ No

Please return your completed form to [customer.services@nmandd.org](mailto:customer.services@nmandd.org). You can also post your form to Newry, Mourne, and Down District Council, Downshire Civic Centre, Downshire Estate, Downpatrick, BT30 6GQ or Newry, Mourne and Down District Council, O'Hagan House, Monaghan Row, Newry, BT35 8DJ.