

**COMPLAINT AGAINST A LOCAL AUTHORITY COUNCILLOR IN SOMERSET**  
**REQUEST FOR YOUR FEEDBACK**

Complaint Reference Number: [to be automatically completed]

The Monitoring Officer would value your feedback on the complaint process that you have just been through (i.e. the process itself rather than the outcome), whether you found that experience positive or negative. This questionnaire is intended to test the robustness of the process, to make it easier to resolve issues people may have with either a Councillor of Somerset Council, or of a City, Town, or Parish Council within Somerset.

1	In the first instance finding out how to lodge your complaint was:	0    1    2    3    4    5		
		(please mark on a scale of 0 to 5 where 0 is very easy and 5 is very difficult)		
2	How easy did you find the complaint form to complete?	0    1    2    3    4    5		
		(please mark on a scale of 0 to 5 where 0 is very easy and 5 is very difficult)		
3	Did you find the guidance on our website easy to understand and helpful to assist you in determining the appropriate route for your complaint and the process to follow?	0    1    2    3    4    5		
		(please mark on a scale of 0 to 5 where 0 is very easy and 5 is very difficult)		
4	If necessary, how easy did you find it to contact an officer to discuss your complaint?	0    1    2    3    4    5		
		(please mark on a scale of 0 to 5 where 0 is very easy and 5 is very difficult)		
5	On submitting the form, you will have received an acknowledgement. Did this acknowledgement include the following. Delete as appropriate	A            Complaint Reference Number	Name of the Officer dealing with the case	Explanation of the Complaints Process
		Y/N	Y/N	Y/N
6	If your case required further investigation, were you given an expected timeframe for that investigation?	Y/N		

7	Was the revised timeframe met?	Y/N	If no, how much longer did it take than you were advised?
8	If your complaint was assessed as a Stage 2 Complaint (i.e. beyond a minor or technical breach of the code) were you consulted on a possible local resolution?	Y/N	
Do you have any other comments on the process?			

Thank you for taking the time to complete this feedback form