



Compliments, Comments and Complaints Customer Feedback Form

For a personal reply to your compliment, comment or complaint please provide the following contact details in BLOCK CAPITALS:

Name: Date:

Contact Phone Number:

Email Address:

Postal Address:

The Council facility or service you used:
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Please tell us if you would like a response to your feedback from the City of Salisbury? YES NO

Has this matter been previously discussed with a staff member? YES NO

This is a: Compliment Comment Complaint

Feedback relating to a Council facility or service (please give a detailed description):
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Thank you for completing this form

What will happen to your feedback?

- Your feedback will be acknowledged within three working days
- You will receive a full response to your feedback within 10 working days if you have requested one. If this is not possible, we will send you a letter explaining why there is a delay and then respond in full to your feedback within 28 working days
- The reply you receive will tell you what to do if you are not happy with the response you get
- We will always use your feedback to improve our services

We may use your comments in our publicity such as newsletters and on the City of Salisbury website; if you don't want us to do this, please tick here

Please complete and return this form to:
City of Salisbury
PO BOX 8
Salisbury SA 5108

OR;
ccc@salisbury.sa.gov.au

FOR OFFICE USE ONLY:

Person Following Up Feedback: Date Received:

Details / Outcome:

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Person Informed of Outcome (Date):