ANNEXE 'A'

SOUTH DERBYSHIRE DISTRICT COUNCIL
FEEDBACK SURVEY ON COMPLAINT HANDLING BY THE STANDARDS COMMITTEE

The Committee would welcome your views on the way we handle complaints. As the complaint process has now concluded we would appreciate it if you could find time to complete and return this form in the enclosed prepaid envelope.
Please note: As the Committee's decision on this complaint is FINAL we only seek your comments on the process as experienced by you.

1. Are you: the complainant ☐ the subject Member ☐

2. Was the information given in the Decision Notice clear and understandable?

   Not at all ☐ Not very ☐ In parts ☐ Mostly ☐ Very ☐

   Comments:

3. Whether or not you agreed with the outcome, were you satisfied with the **way** the complaint was dealt with?

   Very dissatisfied ☐ Some dissatisfaction ☐ No view ☐
   Mostly satisfied ☐ Very satisfied ☐

   Comments:

4. Given your recent experience can you suggest how the process may be improved?

5. We are trying to encourage those involved in complaints to give us feedback – do you feel the complaint was dealt with in a positive and professional manner?

   Yes ☐ No ☐

   If no, please explain why:

Thank you for taking the time to answer the questions. We will use the information given to help us to improve the way we handle complaints.