



Rutland
County Council

CUSTOMER COMPLAINT
FORM

YOUR DETAILS

PLEASE USE BLOCK CAPITALS FOR NAMES

Title:

First Name:

Surname:

Address:

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Telephone Number:

Email Address:

Please provide us with as much information as possible, including dates as this helps us to investigate your complaint.

Which service are you complaining about?

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What is your complaint? (Please use separate sheets if necessary)

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Which Council staff have you already spoken with in regards to your complaint?

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Have you already received correspondence from the Council about this complaint?

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Is so, when was this?

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What was the file reference?

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What do you think the Council should do? (Please use separate sheets if necessary)

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GENERAL DATA PROTECTION REGULATION

Rutland County Council is the data controller for the personal information you may provide. You can contact us by phone on 01572 722577, via email to dataprotection@rutland.gov.uk or by writing to us at Data Protection, Catmose House, Oakham, Rutland. LE156HP

Your information will be used so that we can respond to your complaint and resolve the issues that you have raised within this form.

Your personal data may be shared with other teams within the council in order to provide a service to you, to ensure our records are kept up to date or otherwise where we are required to do so under other legislation. We may share the data with third parties if we are required by law to do so, this may include the Police or Government Agencies. We will not sell your data or use it for marketing purposes without your consent.

We will keep your data for a maximum of 6 years depending on the nature and outcome of your complaint. This is in accordance with guidance in the councils Document Retention and Records Management Policy and Procedures.

You have the following rights under the GDPR. Please note not all of these rights apply to all processing. Further details on each right can be found on our website (<https://www.rutland.gov.uk>)

- *The right to be informed.*
- *The right of access.*
- *The right to rectification*
- *The right to erasure*
- *The right to restrict processing*
- *The right to data portability*
- *The right to object*

- *Rights related to automated decision making, including profiling'*

Rutland County Council would like to contact you to provide you with information on other Council Services. If you consent to us contacting you for this purpose please tick here.

If you are not happy with the way the council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office.

Please return you completed comment form to:

Let Us Know

Business Support

Rutland County Council Catmose

Oakham Rutland LE15 6HP

letusknow@rutland.gov.uk