

Providing us with  
**FEEDBACK**

Our aim is to provide a high quality service to all our users, and your views will help us to shape and improve that service



[www.torbay.gov.uk](http://www.torbay.gov.uk)

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## How to provide Feedback

- Please fill in the form provided and return it to the address listed on the back page. If you require a response please ensure that you have filled in your details and your preferred method for us to contact you.
- Our reception staff are available if you have any questions or require assistance with completing the form.

## What happens next

- All information received will be recorded.
- We aim to send you an acknowledgement of receipt of your Feedback form within 2 working days and provide you with a reference number.
- We will respond in full within 10 working days. Where this is not possible we will advise you accordingly.

# Space for notes

Use this page to make notes and trace the progress of your feedback e.g.

■ Your reference number (we will provide this):  
.....

■ The department dealing with your 'Feedback':  
.....

■ The officers name:  
.....

■ The officers contact number:  
.....

■ Additional notes:  
.....  
.....  
.....  
.....  
.....

# FEEDBACK

- Please use the space provided below for your feedback:

.....

.....

.....

.....

.....

.....

- Have you raised this before?      Yes       No

- Date: .....

- Reference number: .....

- Department: .....

- What would you like Torbay Council to do?

.....

.....

.....

.....

## Contact details

Title: Mr/Mrs/Miss/Ms/Dr.....

First name/Surname: .....

Gender: Male  Female

Age group: under 16  16 -19  20-24

25-39  40-59  65-69  70+

### Preferred method of contact:

Daytime Tel. No: .....

Home:  Work:

Email: .....  Written:

Would you prefer to talk to someone in person about this?

Yes  No

Do you have any special requirements? Yes  No

State requirements:

.....

### Monitoring our Equal Opportunities Policy

Ethnic Group:

Asian/Asian British

Black/Black British

Chinese or other ethnic group

Dual ethnicity

Gypsy/Traveller

White

Other

Do you have a disability?

Yes  No

Hearing difficulty

Learning difficulty

Physical difficulty

Visual difficulty

Other

# Where to send your feedback

- Town Hall -  
Connections  
Electric House  
Castle Circus  
Torquay  
TQ1 3DR
- Opening Hours:  
Monday .....9.00am - 5.15pm  
Tuesday .....9.00am - 5.15pm  
Wednesday ..9.30am - 5.15pm  
Thursday .....9.00am - 5.15pm  
Friday .....9.00am - 4.15pm
- Telephone: **01803 201201**
- or alternatively by handing your feedback form into any Torbay Council reception
- This form is also available in different formats and can be completed online at:

**[www.torbay.gov.uk/feedback](http://www.torbay.gov.uk/feedback)**