



**CORNWALL RURAL COMMUNITY COUNCIL**  
*Konsel Kemmynieth a'n Pow Kernow*

**Your feedback is important to us** and we are always interested in your suggestions on how we may improve our services. If you would like to comment on services, good or bad, then please complete the coupon on the reverse and pop it into our suggestion box.

Make a **comment** on how we could improve our service.  
Pay us a **compliment** about good service you have received. **Tell us** when things go wrong.

Suggestion boxes are available throughout our offices and this can be done anonymously if you prefer. If you wish to make a complaint more formally then please follow our procedure below. Concerns should initially be raised with the person you first had dealings with. They will of course want to put it right and should be able to resolve most problems quickly and efficiently.

Any of our staff will be happy to speak to you on the **telephone**:



Community Development	01872 273952
Carers Support	01872 243531
Mental Health	01872 243532
LINK	01872 243533
All other services	01872 273952

Or



2 Princes Street, Truro, Cornwall, TR1 2ES



[feedback@cornwallrcc.co.uk](mailto:feedback@cornwallrcc.co.uk)

Comments on how we could improve will always be discussed with appropriate staff. We will let you know of any action we have taken.

#### **Taking your issue further**

If having written or e-mailed you are still not happy please put your concerns in writing to Peter Jefferson, Chief Executive. We will try to resolve your complaint as soon as possible.



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**Please write your comments here**

*Thank you for taking the time to complete this form.*