

# Comments compliments complaints

## Shropshire Council values your feedback

If you have informal feedback please tell a member of staff. You may feel something has gone wrong, you may have an idea for improvement, or you may want to tell us when we have done a good job.

## You can also contact us to make a more formal comment, compliment or complaint.

If we are not able to resolve initial concerns, or provide you with the service you want, you may wish to make a complaint. Complaints are investigated and responded to, and where we can we will try to find a resolution. You can complain to Shropshire Council about a service we deliver or a service a third party is delivering on our behalf.

**Visit:** <http://shropshire.gov.uk/feedback>

Email: [Customer.Feedback@shropshire.gov.uk](mailto:Customer.Feedback@shropshire.gov.uk)

Telephone: 0345 678 9000

Write to: Feedback and Insight Team  
Shropshire Council, Shirehall  
Abbey Foregate, Shrewsbury  
Shropshire, SY2 6ND

Or visit one of Shropshire Council's customer service points.

