

Feedback form

At Gloucester City Council we pride ourselves on the way we treat you and how efficiently we help you with any of the city council's services.

We want you to feel confident that your issues will be dealt with promptly, patiently and courteously.

Help us to improve and maintain our standards.
We want to be the best council for you, so...

*Here
to Help*



To help us improve our complaints process we need your feedback.
Please spend a couple of minutes to answer the following questions.

Complaint Reference Number:

Did we meet the timescales given?

Yes

No

Did the council's response answer your complaint?

Yes

No

If not please explain why not.

At each stage were you notified what we were doing?

Yes

No

Please score us out of 10 (1 being very dissatisfied, 10 being very satisfied)

on how satisfied you were with how the complaint was handled.

Please explain briefly the reason for your score.

Disability Do you consider yourself to have a disability that needs to be taken into consideration in order to ensure that you have equal and fair access to our services?

Yes

No

The council recognises that sexual orientation and faith are very personal and sensitive issues. However, in order to determine equality of service delivery, we need to consider these areas:

Religion or Belief System

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

None

Other

Decline to identify

If “other”, please specify:

Sexual Orientation

Bisexual

Gay man

Gay woman/Lesbian

Heterosexual/Straight

Other (if you feel categories unsuitable)

Decline to identify

If “other”, please specify: