

APPENDIX A

Customer complaint form

1 About you

Your name [REDACTED] RESIDENT'S

OF CAINE GARDEN'S
Address and postcode

[REDACTED] CAINE GARDEN'S
KIMBERNORTH [REDACTED]

Phone number (day) [REDACTED] (evening) DITTO

2 Your complaint

Which service is your complaint about?

Type of complaint

VEHICLES COMPLETELY
BLOCKING ACCESS FOR
EMERGENCY VEHICLES.
VEHICLES PARKING ON
THE GRASSED AREA'S
BY PARENT'S PICKING UP
CHILDREN FROM SCHOOL.
SOME VEHICLE'S BEING
DRIVEN ON FOOTPATHS
TO GAIN EXIT DUE TO NO
ROOM TO TURN ROUND,
VISITOR'S TO CERTAIN

ADDRESSES ON CAINE GARDEN
PARKING ON FOOTPATHS
WHEN AND FOR HOW
LONG THEY WANT.

S. Taylor
W. Haggan
TERRY JONES
J.P. BOOEN
A. B. [unclear]
G. [unclear]
R. [unclear]
M. [unclear]
K. Bailey
L. Bailey
L. Hinchey
A. Hinchey
M. Collins
J. Collins
E. Williams

(Please continue on a separate sheet if you need more space and attach the sheet to this page. Thank you.)

ALL THE NAMES AND
ADDRESSES OF THE PEOPLE
WHO HAVE SIGNED THE
COMPLAINT FORM ARE
AVAILABLE.

I HAVE GIVEN MY NAME,
ADDRESS AND PHONE
NUMBER AS A CONTACT

of Taylor

15 JAN 2000

EXCESSIVE 'LOUD MUSIC'
NOISE FROM PARKED
VEHICLES.

EMPTYING RUBBISH AND
CAR ASHTRAY'S FROM
PARKED CAR'S ONTO
GARDEN'S, ROADWAY
AND GRASSED AREA'S
PARKING ON FOOTPATH
WHICH ARE ONLY ACCESS
TO HALF OF THE
BUNGALOW'S.

15 JAN 2000

3 How do you think we should respond to your complaint?

Please use this section to tell us what you think that we should do about your complaint.

DOUBLE YELLOW LINE
ONE SIDE OF ROADWAY.
SIGN'S TO INDICATE
EMERGENCY VEHICLE'S
ONLY ON THE FOOTPATH'S.
POST OFF CRASSED AREA'S
PARALLEL WITH THE ROAD
EXTEND VISITOR PARKING
AREA AND MAKE RESIDENT
PARKING ONLY.
BLOCK OFF EXIT FROM
CAINE GARDEN'S TO SCHOOL
DRIVE NO POINT IN PARKING
ON CAINE GARDEN'S.

Signed Date

This leaflet can be made available in large print, Braille, audio tape and we will provide minicom, induction loops and text-talk facilities at all of our offices. We will translate all documents into different languages within 10 working days, and in urgent cases, arrange for a translator to communicate the information. We will also use a National Interpretation Service to communicate with customers whose first language is not English and provide same gender interviews where customers prefer it.