

## Downham Market Group of Internal Drainage Boards



The Drainage Office  
Mainstreet  
Prickwillow  
Ely  
Cambridgeshire  
CB7 4UN  
Tel: 01353 688296  
Fax: 01353 688561  
Email: [andrew@elydrainageboards.co.uk](mailto:andrew@elydrainageboards.co.uk)

### COMPLAINTS FORM

Name of Drainage Board:

Downham & Stow Bardolph IDB

East of the Ouse IDB

Northwold IDB

Southery & District IDB

Stoke Ferry IDB

Stringside IDB

Your Name:

Your address, including postcode:

Your email address:

What, briefly, is the nature of your complaint?

What went wrong? (please give as much detail as you can)

What do you think the IDB should do to put things right?

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Signed:		Date:
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A copy of this form will be logged in a register by the General Manager of the Board who will identify a senior person in the Board to deal with your complaint. We will send an acknowledgement within three working days, telling you who is dealing with your complaint. Within 15 working days of the date of that acknowledgement that person will send you, in writing, either a full response, or a progress report if more detail or investigation is required.

If you are not satisfied with the reply you receive then you should write again to the above address and arrangements will be made for a further review to be carried out at a more senior level in the Board.

**FOR OFFICIAL USE:**

Date received:	Reference Number:	Person Dealing:

