

Bedford Group of Drainage Boards

Vale House
Broadmead Road
Stewartby
Bedford
MK43 9ND
Tel: Bedford (01234) 767995
Fax: Bedford (01234) 768582
Email: contact@idbs.org.uk
Website: www.idbs.org.uk

COMPLAINTS FORM

Name of Drainage Board:

Bedfordshire & River Ivel |

Buckingham & River Ouzel |

Alconbury & Ellington |

Your name:

Your address, including postcode:

Your telephone number:

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:

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Date:

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A copy of this form will be logged in a register by the Clerk 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 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:

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