

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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Data Protection Notice for Complaints, Compliments and feedback

The Bedford Group of Drainage Boards is a Data Controller and can be contacted at:
Vale House, Broadmead Road, Stewartby, Bedfordshire MK43 9ND.

Tel: 01234 767995

Email: contact@idbs.org.uk.

The Data Protection Officer can be contacted at the same address.

We are collecting your personal data as you have contacted us with a complaint, compliment or feedback and we have a legal duty to investigate and respond to you. Your data will not be shared with third parties but may be used for Board purposes, in order to prevent or detect crime, to protect public funds or where we are required or permitted to share data under other legislation.

Your information will be kept for 2 years plus the current year in line with our retention policy.

You have the right to access your data and to rectify mistakes, erase, restrict, object or move your data in certain circumstances. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail.

Any complaints regarding your data should be addressed to the Data Protection Officer in the first instance. If the matter is not resolved you can contact the Information Commissioner's Office at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Tel: 0303 123 1113

For further information on our Data Protection Policies please visit: <https://www.idbs.org.uk/legal-financial/policy-statements/>