

REPLY PAID

New Plymouth District Council

DX Box NP90081

New Plymouth

## How was your experience?

We would like to hear what you think of our service - good or bad. Your feedback will help us improve what we do.

## Send us your feedback

To send us your feedback, you can:

Email. enquiries@npdc.govt.nz

06-759 6060 Phone.

Web. www.newplymouthnz.com/

haveyoursay

Post. Complete the attached tear

off slip and freepost to:

**New Plymouth District Council** 

Private Bag 2025 New Plymouth 4342



The paper used is manufactured using Elemental Chlorine Free (ECF) pulp sourced and is FSC Chain of Custody Certified.





## What happens to your feedback?

Your feedback is treated as confidential. It is forwarded to the most appropriate staff member, who will respond within five working days.

If your feedback is about unsatisfactory service, it will be treated as a formal complaint and processed as per the diagram below.



## What is a complaint?

Where you believe that:

- Your request has not been responded to.
- > The service you received was substandard.
- > The conduct of Council staff or contractors was unsatisfactory.

Name:
Contact details:
Your feedback is treated as confidential, we require your name
 Your feedback is treated as confidential, we require your name and contact details to respond to you.