

OFFICE OF THE CHIEF EXECUTIVE
BALLYMONEY BOROUGH COUNCIL
FREEPOST NAT9170
BALLYMONEY
BT53 6DZ

Complaints procedure

Ballymoney Borough Council aims to provide quality services to all residents and visitors to the Borough. As sometimes things can go wrong, this leaflet tells you what steps are open to you if you feel you have been treated unfairly, or have a grievance and wish to make a complaint because of a lapse in service provision which has adversely affected you.

All Council departments may be contacted at Council headquarters. You may make your complaint by telephone, in writing, in person, via email or by logging on to our Comment Line on www.ballymoney.gov.uk

Contact us at:

Ballymoney Borough Council

**Riada House
14 Charles Street
Ballymoney
BT53 6DZ**

Telephone: 028 2766 0200

Fax: 028 2766 0222

Email: info@ballymoney.gov.uk

Website: www.ballymoney.gov.uk



BALLYMONEY
BOROUGH COUNCIL

Comments, suggestions & complaints



