**DUMFRIES & GALLOWAY COUNCIL**

**Request for Authorised Consent to Deal with Complaints**

The Council has a duty to adhere to legislation, which requires it to respect and protect confidentiality in respect of personal information it holds in relation to service users, and complainants, and their right for information not to be disclosed without their consent.

The purpose of this request is to enable <<Case Service>> to obtain as evidence, the appropriate authorised consent from service users and complainants when dealing with complaints, made by anyone else, acting on their behalf. Your consent to the complaint being discussed on your behalf will also mean that we can discuss your personal information with the person detailed below.

I should be grateful if you would please complete the tear off portion at the bottom of this message, to confirm whether you are happy for <<Case Service>> to discuss your complaint with **[REPRESENTATION’S NAME]**. Your assistance will be much appreciated.

Please return the completed form to the freepost address shown below.

If you have any questions or need any assistance please contact the Information Governance Team on 030 33 33 3000 or email: [commentsandcomplaints@dumgal.gov.uk](mailto:commentsandcomplaints@dumgal.gov.uk)

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**Request Form – Authorised Consent (Complaints)**

**Our Ref:** **<<Case Reference Number>>**

Please tick the appropriate box below:

**Yes**, I give consent to discuss my complaint with **[REPRESENTATION’S NAME]** and for information about my complaint to be shared appropriately





**No**, I do not give consent to discuss my complaint with **[REPRESENTATION’S NAME]**





Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Full Name in print: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this portion of the form to:

FREEPOST RTHK-RAGT-KTHT

Information Governance Team

Council Offices

English Street

Dumfries

DG1 2DD

This is a freepost address, so no stamp is required.