

How to make a complaint

The Council has a standard complaint procedure. If you are not happy about something, please tell a member of staff or councillor. We will log your complaint and investigate it promptly.

It is also possible for you to log a complaint via our website. Please visit www.eastdevon.gov.uk/making_a_complaint.


Alternatively you can write to:


Environmental Health Manager
East Devon District Council
Knowle
Sidmouth
EX10 8HL

Contact us

 **Telephone**
01395 517457

 **Email**
environmentalhealth@eastdevon.gov.uk

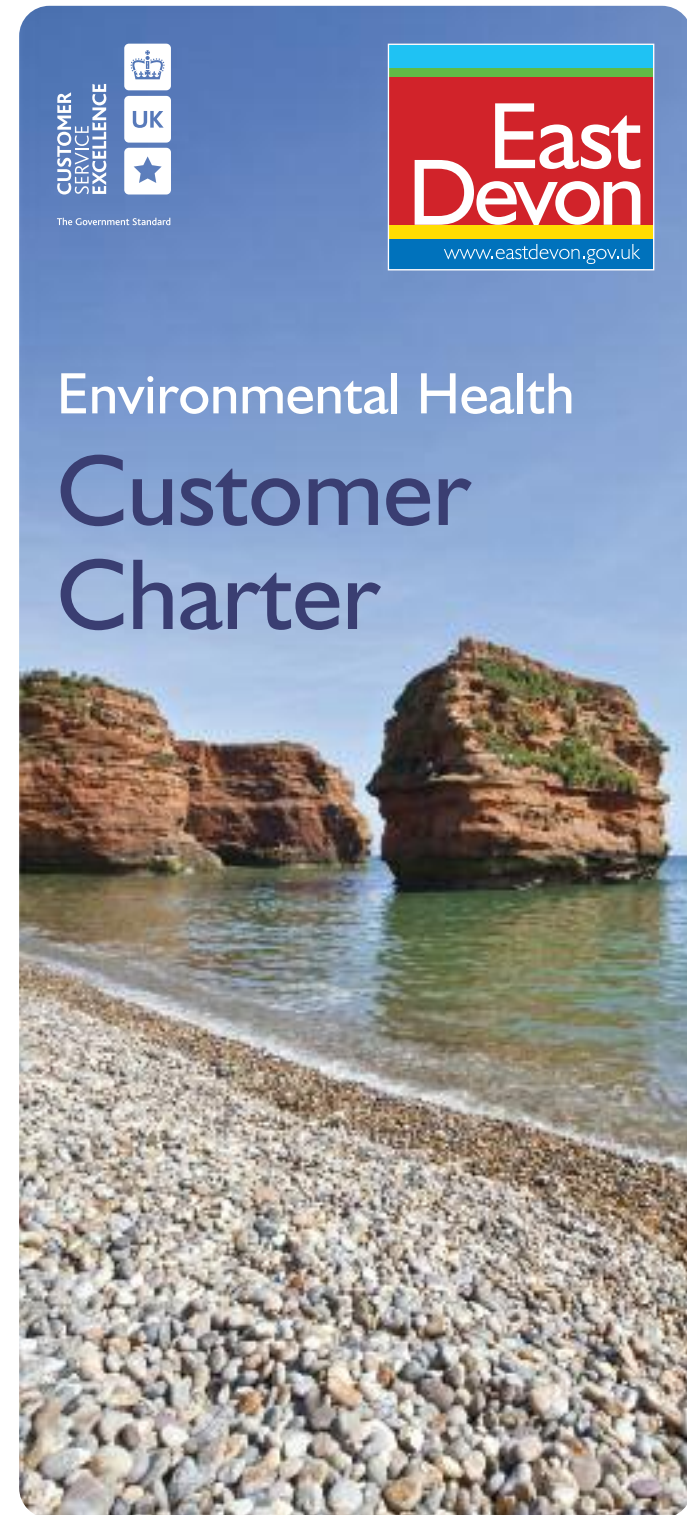
 **Write to us**
Environmental Health
East Devon District Council
Knowle, Sidmouth
EX10 8HL

 **Visit our offices**
Our usual business hours are
Monday to Friday 9am to 5pm

www.eastdevon.gov.uk

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CUSTOMER SERVICE EXCELLENCE
UK
★
The Government Standard

East Devon
www.eastdevon.gov.uk

Environmental Health Customer Charter

What do we deal with?

- Noise (commercial and private)
- Smoke including dark smoke bonfires
- Smell, dust, fumes and light nuisance
- Private drainage issues including septic tanks and cesspits
- Contaminated land
- Air quality and pollution
- Private water supplies
- Radon enquiries
- Flytipping
- Dog fouling
- Animal related licensing
- Occupational health and safety
- Food safety
- Licensing for skin piercing
- Poor housing conditions in tenanted housing.
- Energy efficiency in the home.
- Licence conditions and health and safety of caravan sites.
- Licencing and inspection of Houses in Multiple Occupation

What do we aim to do?

Provide an efficient and effective service by dealing with all enquiries and complaints promptly and fairly, and specifically to:

- Deal with all complaints and enquiries fairly, promptly, impartially and in confidence.
- Give advice and guidance to the public free of charge.
- Provide information, leaflets and standard letters in plain English with little use of jargon.
- Respond to all telephone and written enquiries in a correct, courteous and helpful manner in line with the corporate approach to customer care.
- Inform all complainants and enquirers of what action will be taken by this Section and the timescale involved.
- Arrange appointment times for pre-programmed visits or Inspections, whenever possible and appropriate.
- Carry out customer satisfaction surveys to ensure that the views of the users of the Section are listened to, and if appropriate, make changes to the service.

We work closely with other organisations:

- The Environment Agency
- Devon and Cornwall Police
- Devon and Somerset Fire And Rescue Service
- Devon County Council (Highways and Waste)
- South West Water
- The Health and Safety Executive
- The Food Standards Agency