

## **If we have cause to take enforcement action we will:**

- Comply with the Regulators' Compliance Code
- Comply with the Council's Enforcement Policy
- Provide you with an opportunity to make representation to a senior officer where no statutory appeal process is applicable.

## **How you can help us:**

- Provide us with the information we need to help you
- Inform us of any changes to your personal circumstances that may affect the services we provide
- As we have a duty to protect our staff and visitors from offensive or abusive behaviour we ask that you are polite and courteous at all times.

We want to make our services accessible to all. This document can be provided in alternative formats, such as on audio tape, or in other languages, upon request. Please contact us and we will be happy to discuss your needs.

## **Compliment, comment or complaint about our services?**

In the event that you have any cause for complaint against the council, wish to compliment our services or make suggestions for improvement we will be pleased to hear from you.

Beacon Award detail here?

Environmental Services  
Forest Heath District Council  
College Heath Road  
Mildenhall IP28 7EY  
Tel: 01638 719733

# **Environmental Services**

# **Our Service Standards**



**Forest Heath**  
District Council

April 2008

# Environmental Services — Our Service Standards

## What does Environmental Services do?

Environmental Services provides the following services to the community:

- Collecting household and trade waste
- Street cleansing and associated street care activities
- Ensuring food is safe to eat and work place safety
- Ensuring that houses are decent for people living in them
- Ensuring that the environment is protected and nuisance activities are controlled
- Regulating and licensing premises and activities to ensure public protection.

## In the provision of our services we will be professional, efficient and accountable and aim to:

- Deliver good quality customer focussed services that meet your needs
- Resolve the majority of your general enquiries when you first contact us
- Give you clear and accurate information
- Ensure you know at all times who is responsible for handling your enquiry
- Meet our deadlines and keep you updated on the progress of your enquiry.

## How and when you can contact us:

- Our Support Team is the main point of contact for telephone enquiries during normal working hours (8.30 am - 5pm Monday to Thursday and 8.30am - 4.30pm Friday)

For Waste and Street Scene Services enquiries telephone 01638 719284

For Environmental Health and Licensing enquiries telephone 01638 719733

- You are welcome to visit us at the district offices where a representative of the Support Team will always be available, but if you wish to speak to a particular officer we recommend that you make an appointment.
- You can contact us through the council's website and make an online enquiry

[www.forest-heath.gov.uk/Environmental+Services/](http://www.forest-heath.gov.uk/Environmental+Services/)

- You can e-mail us directly on [es@forest-heath.gov.uk](mailto:es@forest-heath.gov.uk)
- You can fax us on 01638 719357
- You can write to us at

**Environmental Services, FHDC,  
District Offices, College Heath Road,  
Mildenhall, Suffolk IP28 7EY**

## When you contact us we will:

- Respond within three working days of receipt
- Advise of the expected timescale if we are unable to resolve your query initially
- Visit you at a mutually agreed time
- Tailor the delivery of our services to meet your needs wherever possible
- Keep your details confidential unless you agree otherwise.

## If we can't meet any of these deadlines we will:

- Let you know why and tell you when you will get a full reply.

## If we visit you at your home or business we will:

- Carry photo identification so you can confirm the officer's credentials
- Wherever possible give you the opportunity for an appointment at a mutually agreed time, although this may not be possible for certain enforcement type visits.