

Blackpool Council Corporate Customer Feedback Policy

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Blackpool Council Corporate Customer Feedback Policy

Introduction

1.1 Blackpool Council always aims to provide a high standard of service. We welcome feedback about the services we offer, what we do well and how we can be more effective in sorting out problems. Our customer's views are important to us and help to ensure that our services are consistently meeting people's needs. We want to know if our customers are unhappy with a council service, so that we can deal with the specific problem and take steps to avoid it happening again and in doing so, we can improve our services.

1.2 We will try to resolve most concerns on an informal basis at the first point of contact but this procedure explains how our customers can take up matters formally through the Council's corporate complaint process, if a customer feels that the service received from the Council is unsatisfactory.

Definitions of feedback in relation to the Corporate Customer Feedback Policy

2.1 Complaint

"An expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council"

2.2 The Corporate Customer Feedback Policy deals with all complaints where there is not a separate specific or legal procedure to deal with the matter, these are referred to as 'corporate complaints'.

2.3 For a complaint to be considered within the Corporate Customer Feedback Policy, the complaint must be about a service that the Council delivers.

2.4 Comment

"A verbal or written **remark** expressing an opinion, reaction or concern"

2.5 Comments are when people, who are not necessarily service users want to make the Council aware of something so action can be taken. It could be an opinion, a request for service or a concern.

2.6 We believe that listening to our customers' comments helps us improve the way we do things. We welcome any suggestions about how we might do things differently or better and are committed to taking things seriously.

2.7 Compliment

"An **unsolicited** statement of **satisfaction or praise** received from an **outside source** regarding an aspect of the service or an individual member of staff"

2.8 Blackpool Council wants to hear from people when we get things right. This helps us to understand what services people value. When we know what is working for our customers, we can develop as well as share good practice. This ensures we can achieve our aim to continue to learn and improve. Compliments also help us to recognise and reward our staff when they "go the extra mile".

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2.9 When we receive a compliment, the information will be shared with senior managers so that they are aware of what their staff are achieving.

How we will deal with comments and compliments

3.1 We will pass comments and compliments on to the relevant service within 3 working days of receipt.

3.2 We will consider feedback in an open minded and impartial way and we will use it to help improve our services.

How to provide Feedback

4.1 Customer feedback, including complaints, can be made by any method of contact:

- Via the **online feedback form**: [Blackpool Council | Comments | compliments | complaints](#)
- By **emailing**: customer.first@blackpool.gov.uk
- By **calling**: Customer First on **01253 477477**
- By completing a **feedback form**: Available at Council reception points
- **In person**: At a Council building or office
- By **writing** directly to: [Customer Relations Team | Blackpool Council | PO Box 4 | Blackpool | FY1 1NA](#)

4.2 For feedback, including complaints, about **Adult and Children's Social Care Services**, please use the following contact details:



By email: customerrelations@blackpool.gov.uk

Website: www.blackpool.gov.uk/socialcarecomplaints

In writing: [Customer Relations Team | Blackpool Council | PO Box 4 | Blackpool | FY1 1NA](#)

4.3 We will ensure that our services are fully accessible to all sections of the community who may be in need of them and we will not discriminate. Particular account will be taken of peoples' characteristics that are protected under the Equality Act 2010.

When can a complaint be made?

5.1 It is much easier to investigate and respond to customer feedback if it is provided at the time of the event. It can be difficult to fully investigate events if they are not reported at the time due to different circumstances such as; people's memories fade, staff may leave the authority or records may no longer be available. For the reasons outlined above, the Council will normally only accept customer feedback which is provided within **twelve months** of the incident or circumstances that led to the feedback.

How can a complaint be made?

6.1 Any individual or organisation that uses or receives a Blackpool Council service and feels disadvantaged, or that they are about to be disadvantaged, through the actions, omissions or decisions of the Council may make a complaint. *Please see section 4, which details how to provide feedback.*

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6.2 This Policy covers complaints about the public health functions of the local authority; it is followed in conjunction with the [NHS Bodies and Local Authorities \(Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch\) Regulations 2012 \[section 4.2.7 Regulations 19–33\]](#).

6.3 To be considered within the Corporate Customer Feedback Policy the complaint must be about something that the Council has responsibility for. A complaint can be about one or more of the following:

- failure to provide a service or take action
- delay in providing a service
- poor record keeping
- poor communication
- failure to investigate
- giving out misleading information
- failure to follow procedures or the law
- the Council not doing what it said it would
- an IT Systems failure
- someone feels they were unfairly treated under a council policy*
- a failure to consider all relevant information when coming to a decision*

**We are unable to consider complaints about disagreements with council policy or legislation, unless there is evidence that there has been maladministration of the policy process. For further details on when the Corporate Customer Feedback Policy not apply, please refer to section 7.*

6.4 We need to ensure that each complaint is dealt with under the correct procedure. A manager will determine whether a complaint submitted can be treated as a corporate complaint or if needs to be dealt with in another way.

6.5 Please contact the Customer Relations Team Manager (customerrelations@blackpool.gov.uk) if there is any doubt about whether a complaint can be submitted using this Policy.

6.6 A complaint can be made on behalf of the service user by a friend or family member, councillor, advocate, solicitor or other third party. In some cases (e.g. where the complaint comes from a private individual, whether a relative of the complainant or not) evidence will be needed that the complainant both knows of and consents to the complaint being made and is happy for information on this matter to be shared with the third party. If the service user is unable to give consent due to their mental capacity, they will most likely already have a legal appointee who can act on their behalf.

6.7 Complaints received anonymously will be considered by the service concerned, any investigation being proportionate to the potential outcome.

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When does the Corporate Customer Feedback Policy not apply?

7.1 There are occasions when it is **not** appropriate to use this Corporate Customer Feedback Policy. Below are some examples:

- a. A first request for a service
- b. Reporting a problem or fault for the first time - *please refer to section 7.3*
- c. Requests for information about a particular service, or an explanation of council policy or practice
- d. When the complaint is submitted more than 12 months since knowing about the problem – *unless there are exceptional circumstances*
- e. When a complaint has already been considered under these procedures
- f. If a complaint has already been considered by the Local Government and Social Care Ombudsman
- g. Criticisms or disagreement with council decisions, committee decisions or council policies
- h. Complaints that constitute a refusal to accept a rule of law which the Council is applying
- i. Complaints that fall within separate statutory procedures. *Please refer to [Appendix B](#)*
- j. When there a right to appeal or take legal action against any council advice, action or decision in its capacity as a regulator.
- k. Complaints about environmental and waste management services provided by ENVECO – *Please refer to [Appendix C](#) and [Appendix E](#) for details of the procedure.*
- l. Complaints about organisations providing a service on behalf of the Council - *Please refer to [Appendix C](#) for contact details of the companies.*
- m. Complaints against individual employees which arise from dissatisfaction with a council policy or decision, *and where no other basis for the complaint exists.*
- n. Complaint about the issuing of a Community Protection Warning (CPW) - *unless there is evidence that there has been maladministration of the process.*
- o. A complaint made by an employee of Blackpool Council relating to employment issues
- p. A civil claim, such as insurance or a matter which is in hands of the Council or it's insurers
- q. A matter, which is, or could be reasonably be expected to be, the subject of court or tribunal proceedings. This could be by way of a challenge of a council or committee decision, which would generally be subject to a Judicial Review.

7.2 The Council will review the complaint and ensure that it is dealt with in accordance with the appropriate procedure and the complainant will be advised of this.

7.3 The first reports of any defect / incident / fault will always be considered as "business as usual". Requests for service, including complaints about defects in infrastructure for which the Council has responsibility, are also regarded as routine and are therefore not regarded as complaints. These should be reported via the 'Report It' links on the Blackpool Council website (*please refer to [Appendix D](#)*) or through Customer First. If such requests are received, the matter will be passed to the Council team responsible for the service delivery and recorded as a comment (if submitted via the online Feedback Portal). Action of the actual request will then be dealt with in accordance with service delivery timescales.

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7.4 Complaints relating to the disclosure of personal information will be dealt with in consultation with the Council's Data Protection Officer, taking into account the Council's statutory obligations and [information security policies](#).

7.5 In the case of complaints about discrimination, concerning the protected characteristics under the Equality Act 2010, (i.e. age, race, religion or belief, disability, marriage and civil partnership, pregnancy and maternity, sex, sexual orientation and gender identity) the Council will take into account its duties under the Act and related Council policies and objectives on promoting equality and diversity. [Blackpool Council Equality and Diversity webpage](#)

7.6 Occasionally, complaints may be made when other procedures are underway, for example criminal investigations or court proceedings. The Customer Relations Manager has the discretion not to commence, or to suspend, complaints investigations if to proceed would compromise another procedure. The complaint investigation may, if appropriate, start or resume once the concurrent investigation is discontinued or completed.

7.7 Whistleblowing Procedures - Blackpool Council is committed to the highest possible standards of openness, professionalism and accountability. In line with that commitment, we expect employees and others that we deal with, who have serious concerns about any aspect of the Council's work, to come forward and voice those concerns. The Council's Whistleblowing Policy is aimed at making sure, as far as reasonably practicable; there is a safe environment to have such issues aired. Anyone who raises a concern is protected by the Public Interest Disclosure Act 1998, which is incorporated into the Employment Rights Act 1996. This Whistleblowing Policy is intended to encourage and enable employees to raise serious concerns within the Council rather than overlooking a problem or 'blowing the whistle' outside. For further information please contact the Employee Relations Team, (01253) 477230 Email: employeerelations@blackpool.gov.uk

7.8 If it is decided not to accept the complaint within this policy, the customer will be advised of this and, if possible, an alternative route will be suggested.

7.9 We will try to resolve most concerns on an informal basis at the first point of contact. Section 8 below further explains how the customer can take up matters formally through the corporate complaint process, if dissatisfied with the initial response received.

7.10 If a complaint is received verbally, and can be resolved within 24 hours, it will not be logged as a formal complaint.

7.11 Please contact the Customer Relations Team Manager (customerrelations@blackpool.gov.uk) if there is any doubt about whether a complaint can be submitted using this Policy.

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The stages of the corporate complaints process

Stage 1: Formal Complaint

8.1 A senior officer within the service area will deal with the complaint and inform the complainant of their decision. The officer will not have been involved in the decision or action against which the complaint is being made. Acknowledgement of receipt of the complaint should be provided within 3 working days.

8.2 The Council will aim to provide a response to the complainant within 10 working days either via telephone, email, a letter or a face-to-face meeting. If the complaint is going to take longer than this to complete, the complainant will be informed of an anticipated date for response; this may be in the form of an interim letter.

8.3 The complainant should be advised of any further steps, which they may take if they are not satisfied with the response.

8.4 The Council will normally only review complaints if the complainant responds to the response/ decision letter within 28 days, stating why they disagree with the outcome.

8.5 Where a complainant seeks a review of the outcome of their complaint, the service involved may look at the case again and, where the Stage 1 process is considered complete, if appropriate, arrange for the case to be independently reviewed as a Stage 2 complaint.

8.6 If after review by the Customer Relations Manager, it is found that it was not appropriate to use the Corporate Customer Feedback Policy to respond to the concern, the customer will be advised of this. For more information, please review section 7.

Stage 2: Review/Appeal of Decision

8.7 The review should be undertaken by the relevant director or when appropriate their delegated senior officer who is not the subject of the complaint.

8.8 The purpose of Stage 2 is to review the complaint to ensure that the matter was thoroughly investigated at Stage 1 and that the correct decisions were made.

8.9 The relevant director or delegated senior officer will provide a response to the complainant within 15 working days either via telephone, email, a letter or a virtual or face-to-face meeting. If the complaint review is going to take longer, then the complainant will be advised of this and informed of an anticipated date for response.

8.10 The complainant should be advised of any further steps that they might take if they are not satisfied with the outcome of the review of their complaint.

Stage 3: Consideration of Panel Review

8.11 If the complainant remains dissatisfied with the response, they can request, in writing, within 28 days of receiving the Council's response, that their complaint is considered for a Stage 3 Panel Review. The request must state clearly, why the complainant remains dissatisfied and what resolution they are seeking.

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8.12 Upon receipt of the request, the Customer Relations Manager, in consultation with the Chair of the panel, will review the request and decide if it is appropriate for a review panel to be convened, or if it is more appropriate that the complainant is advised to contact the Local Government and Social Care Ombudsman. If the latter is the case, an explanation for early referral will be provided.

8.13 The main reasons for a complaint not progressing to Stage 3 review panel are:

- that the outstanding matter is a disagreement with a council policy decision or due to other reasons outlined within section 7
- that review by the panel could not provide the outcome that the complainant is seeking
- that a further review would not be a proportionate use of public resources or in the public interest

8.14 The complaint review panel considers complaints on behalf of the Chief Executive that have already been considered at Stages 1 and 2 of the Council's corporate complaint process. The purpose of the complaint review panel is to ensure that complaints are thoroughly investigated at each stage and that the appropriate outcome was decided. It can provide recommendations back to services and departments; have complaints reviewed and in certain circumstances the outcome changed.

8.15 The panel consists of:

- 3 senior officers who have had no previous involvement with the complaint
- A panel support officer

8.16 The relevant officers may be invited to attend a 30-minute slot to provide additional information to the panel and answer any questions should the panel feel that this is necessary. They will then be asked to leave.

8.17 The complainant will also be invited to attend a 30-minute slot to discuss the complaint so it is important the complainant explains clearly what they want the panel to consider.

8.18 If the complainant is not available to attend or does not wish to attend the panel meeting, the complaint review panel will still go ahead.

8.19 After the meeting, the panel will decide whether the complaint has been dealt with correctly or whether further action needs to be taken to resolve the complaint. The complainant will be informed of the panel's decision within 10 working days of the meeting.

8.20 If the complaint is a complex matter, the panel may decide that further investigation is needed. If this is the case, the panel will advise the complainant how long they anticipate the investigation to last and when the outcome is expected.

The Final Stage: Local Government and Social Care Ombudsman

8.21 If the complainant remains unhappy upon receipt of the Council's final response, they have the right to contact the Local Government and Social Care Ombudsman.

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8.22 The Local Government and Social Care Ombudsman is an independent body who investigates complaints about councils. The Ombudsman will usually only investigate complaints when the Council's own complaint procedure has been exhausted or if there has been advice from the Council to contact the Ombudsman.

The Local Government and Social Care Ombudsman can be contacted in the following ways:

- **Telephone** - 0300 061 0614
- **Online Feedback Form** - www.lgo.org.uk/making-a-complaint
- **Post** - The Local Government and Social Care Ombudsman | PO Box 4771 | Coventry | CV4 0EH

Protecting the vulnerable

9.1 Some complaints received by the Council may make reference to safeguarding concerns for an adult or child at risk of harm. An adult at risk of harm in this context is usually understood to have needs for care and support (whether or not the Authority is meeting any of those needs) and as a result of those needs is or may be unable to protect themselves against abuse or neglect or the risk of it. Abuse and Neglect in this context is given to mean a violation of an individual's human and civil rights by any other person or persons (No Secrets DH 2000).

9.2 Whilst the details of the complaint will be considered, the safety of the service user is paramount and takes precedence over any other procedures.

Abusive, persistent or otherwise unreasonable complainants

10.1 Blackpool Council aims to treat all complainants fairly and will, as far as possible, ensure that the substance of any complaint is addressed. However, the Council also has a duty to effectively manage public funds by ensuring resources expended on handling complaints are proportionate.

10.2 There are a small number of complainants who pursue their complaints in ways that are unreasonable and /or who take up an unwarranted amount of council resources. In such circumstances, the Council may choose to apply its policy on the management of unreasonable and persistent complainant behaviour, which follows the guidance issued by the Local Government and Social Care Ombudsman. Such action is very rare and not taken lightly and complainants will be informed before any restrictions are applied to them in order that they might moderate their behaviour.

10.3 Examples of unreasonable actions and behaviours include:

- refusing to co-operate with the complaints investigation process
- refusing to accept that certain issues are not within the scope of the complaints procedure
- making unjustified complaints about staff who are trying to deal with the issue, and seeking to have them replaced
- changing the basis of the complaint as the investigation proceeds
- introducing trivial or irrelevant information at a later stage
- frequent, lengthy contacts and repetitive information
- submitting repeat complaints with minor additions/variation
- refusing to accept the decision; repeatedly arguing points with no new evidence

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10.4 The Council will notify complainants deemed unreasonably persistent of the action it proposes, which may include terminating contact with them.

10.5 The Council will not tolerate deceitful, abusive, offensive, threatening or other forms of unacceptable behaviour from complainants and will take appropriate and proportionate action should such circumstances arise.

Keeping records

11.1 The Council aims to resolve issues immediately at the first point of contact thus negating the need to invoke the formal complaints process.

11.2 Records should be retained electronically for all formal complaints.

11.3 Detailed information on individual complaints should be treated confidentially with access limited to those involved in resolving the matter.

11.4 Records on individual corporate complaints should be stored electronically for 3 years from the end of their administrative use.

11.5 Within each service, mechanisms should be put in place for ensuring that any suggestions for service improvements arising from complaint investigations are considered and followed through as appropriate.

11.6 A General Data Protection Regulation (GDPR) privacy notice tells customers what to expect the Council to do with their personal information when contact is made with the Council or a council service is used. Information on the Council's Privacy Notices can be found at the following link: <https://www.blackpool.gov.uk/Your-Council/Transparency-and-open-data/Data-protection/Privacy-notices/Privacy-notices.aspx>

Complaints involving more than one council service

12.1 Where a complaint covers more than one service, a single reply should be provided and this will be co-ordinated by the Customer Relations Team. If there is a reason why we will not be providing a single reply, this will be explained.

Complaints involving third parties

13.1 Where there is a complaint about a service, which the Council is responsible for, but which is delivered by a third party, the Council remains accountable for any service failure.

13.2 An agreement should be made with a partner or contractor about how complaints are handled. This should incorporate adherence to this policy.

13.3 Subject to the arrangements in paragraph 13.2 above, a contractor may investigate a complaint.

If you need help

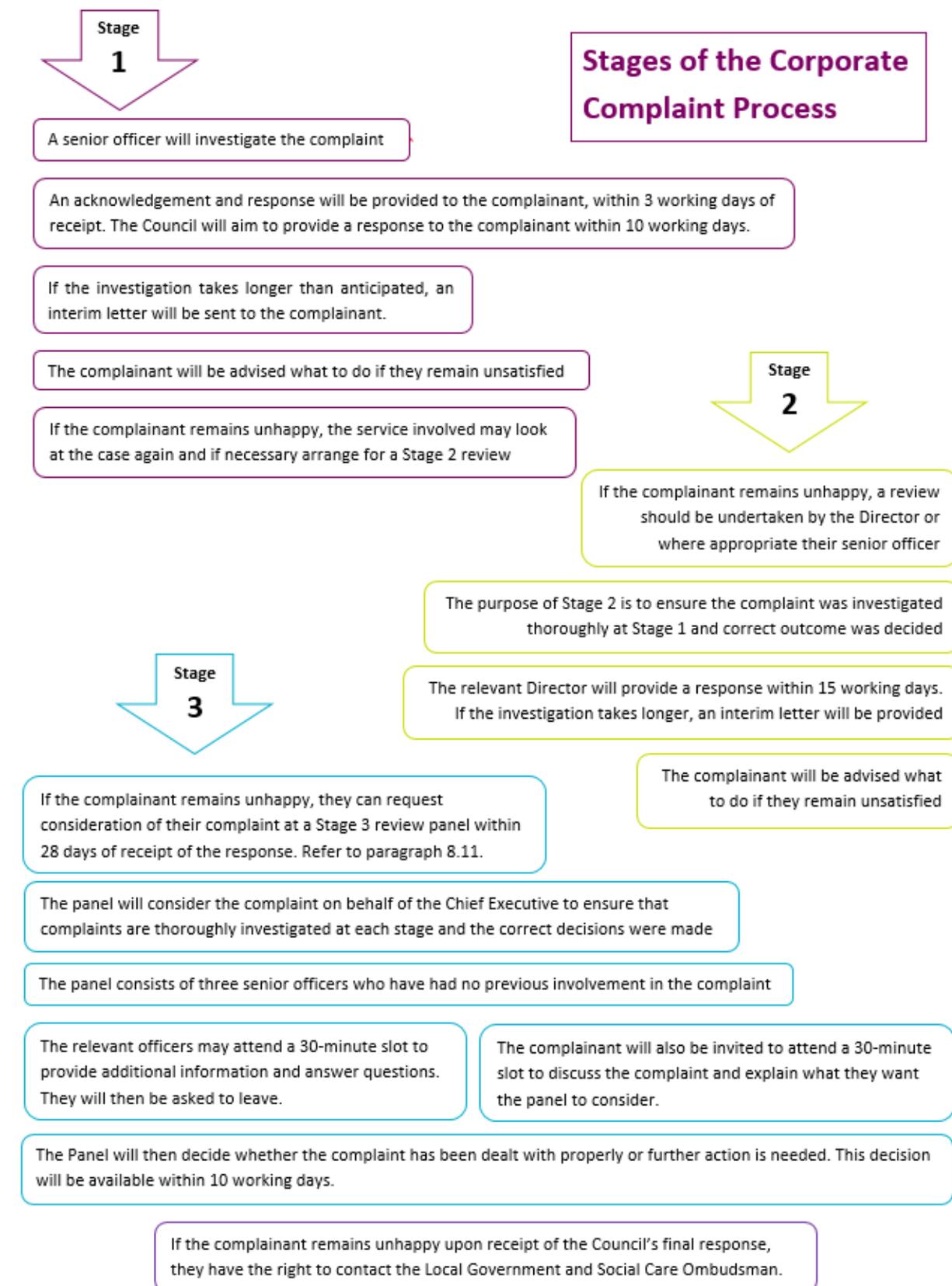
14.1 If you would like assistance in providing feedback, for example, you have a question about the procedure or need help completing a feedback form, please ask any member of staff and we will be happy to help.

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14.2 If you would like this document in another language or format, or if you require the services of an interpreter, please contact us. We can also provide help for British Sign Language users and provide information in other languages. **Please ask for details at the Customer First Office, Municipal Buildings, Corporation Street, Blackpool, FY1 1NF; telephone 01253 477477 or email: customer.first@blackpool.gov.uk.**

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Appendix A – Stages of the Corporate Complaint Process



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Appendix B – Services with separate statutory procedures

Separate procedures apply to certain types of complaints and they will be dealt with differently. This includes complaints relating to:

- **Adult and Children’s Social Care Complaints**



Telephone: 01253 477700

Email to: customerrelations@blackpool.gov.uk

Post: Customer Relations Team | Blackpool Council | PO Box 4 | Blackpool | FY1 1NA

Website link: <https://www.blackpool.gov.uk/socialcarecomplaints>

- **Housing Benefit decisions**



If you disagree with your benefit decision and would like us to look at it again, please write to us within one calendar month from the date of the decision letter, giving your reasons. Please write to: Benefits Department: Blackpool Council | PO Box 50 | Corporation Street | Blackpool | FY1 1NF

- **Local Council Tax Support scheme decisions**



If you disagree with your council tax reduction and would like us to look at it again please write to us as soon as possible giving your reasons. Please write to: Benefits Department: Blackpool Council | PO Box 50 | Corporation Street | Blackpool | FY1 1NF

- **Council Tax Liability Decisions**



If you disagree with your name appearing on a bill, or if you feel you should have received a discount or exemption, then please write to us within one calendar month from the date of your bill, giving your reasons, and we will review the original decision. If the decision still stands after it has been reviewed then there is a statutory appeal process through the Valuation Tribunal Service. Please write to: Revenues Department: Blackpool Council | PO Box 50 | Corporation Street | Blackpool | FY1 1NF

- **Business Rates Liability Decisions**



If you disagree with your name appearing on a bill, or if you feel you should have received a relief or exemption, then please write to us within one calendar month from the date of your bill, giving your reasons, and we will review the original decision. If the decision still stands after it has been reviewed then there is an appeal process upon non-payment through the Magistrates Court. Please write to: Revenues Department: Blackpool Council | PO Box 50 | Corporation Street | Blackpool | FY1 1NF

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- **Parking and traffic offences**



If you believe that a Penalty Charge Notice (PCN) should not be paid and wish to challenge it, you can complete the online challenge form at: www.blackpool.gov.uk/pcn or write to: Blackpool Council | Parking Services | PO Box 4 | Blackpool | FY1 1NA. Please quote the PCN Number (Starting BP), the vehicle registration and your address in all correspondence. All cases will be considered on their individual circumstances.

- **Blue Badge decision**



If you have applied for a disabled parking permit (a Blue Badge) and your application has been refused, you have the right to request a review of the decision, in writing (within 30 working days of the date on the refusal letter), explaining why you think the original decision is wrong.

Send your letter to Blackpool Council | PO Box 4 | Blackpool | FY1 1NA



- **Schools** – complaints should be referred directly to the school
- **School admissions** – If you have a general query on admissions and appeals, including the availability of places, please contact Blackpool school admissions on 01253 476474. Email: schoolaccess@blackpool.gov.uk
- **School exclusions** – the school exclusion letter will include details of how to appeal the exclusion

- **Appeals by applicants against the refusal of planning permission**



You have the right to appeal to the Secretary of State for Communities and Local Government if you feel that your application has been unreasonably refused. You can also appeal if you disagree with conditions placed on the approval or if the application has not been decided within the requisite time period. For further information please visit: <https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning-applications/Planning-appeals.aspx>

- **If a complaint has arisen out of the alleged failure to comply with a request for information under the Freedom of Information Act 2000 or the Data Protection Act 1998.**



This is within the remit of the Information Commissioner.

Telephone: 0303 123 1113. Website: <https://ico.org.uk/concerns>

- **Conduct of Councillors**



By post to: Monitoring officer | Blackpool Council | PO Box 4 | Blackpool | FY1 1NA

Email: monitoring.officer@blackpool.gov.uk

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Appendix C - Organisations providing a service on behalf of the Council



Write to: **Blackpool Coastal Housing** | Coastal House | 17-19 Abingdon Street | Blackpool | FY1 1DG; Telephone: 01253 477900.
Website: <http://www.bch.co.uk/>



ENVECO NW Environmental Services (Blackpool Council's wholly owned waste company, Blackpool Waste Services Limited, which trades as ENVECO NW Environmental Services Limited)

Website: [Enveco Environmental Services Blackpool | Waste Management \(enveconw.co.uk\)](http://enveconw.co.uk)

The Council's [Customer First Team](#) is the first point of contact for any complaints and feedback relating to Blackpool services provide by ENVECO. The stages of the ENVECO complaint policy can be viewed in [Appendix E](#).



Write to: **Blackpool Transport** | Rigby Road | Blackpool | Lancashire | FY1 5DD;
Tel: 01253 473001; Email: enquiries@blackpooltransport.com.
Website: www.blackpooltransport.com



Blackpool Housing Company Limited

Telephone: 01253 477222
Email: hello@myblackpoolhome.co.uk
Website: <http://myblackpoolhome.co.uk/>



Write to: **Winter Gardens Blackpool** | C/O 97 Church Street | Blackpool | Lancashire | FY1 1HL
Telephone: 01253 625252
Website: <http://www.wintergardensblackpool.co.uk/>



Write to: **Sandcastle Waterpark** | South Beach | Blackpool | Lancashire | FY4 1BB
Telephone: 01253 343 602
Email: info@sandcastle-waterpark.co.uk
Website: <https://www.sandcastle-waterpark.co.uk/>



Blackpool Airport Enterprise Zone

Telephone: 0808 164 4922
Website: <https://blackpoolez.com/contacts/>

For any further queries, please do not hesitate to contact the Customer Relations Team on 01253 477700 or via email: customerrelations@blackpool.gov.uk

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Appendix D – ‘Report It’ website links



To report fly-tipping:

<https://www.blackpool.gov.uk/Residents/Waste-and-recycling/Report-a-fly-tip.aspx>



To report pot holes or footpath problems:

<https://www.blackpool.gov.uk/Residents/Parking-roads-and-transport/Roadworks-and-road-maintenance/Report-a-pothole-road-or-footpath-problem.aspx>



To report a fault with street lights and traffic lights:

<https://www.blackpool.gov.uk/Residents/Parking-roads-and-transport/Street-lights-and-traffic-signals/Street-lights-and-traffic-lights.aspx>



To report graffiti:

<https://selfservice.blackpool.gov.uk/ss/renderform.aspx?noheader=1andt=19andk=9A599FB2E97B69C86749F3D05D1A12D18AA8DAF8>



To report dog fouling:

<https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Dogs/Dog-fouling.aspx>



To report a noise nuisance:

<https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Noise/Report-a-noise-nuisance.aspx>



To report Anti-Social Behaviour:

<https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Crime-and-safety/Anti-social-behaviour.aspx>



Problems with goods and services purchased:

<https://www.blackpool.gov.uk/Business/Business-support-and-advice/Trading-standards.aspx>



To report food hygiene complaints:

<https://www.blackpool.gov.uk/Residents/Advice-and-support/Food-hygiene/Food-complaints.aspx>

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To report hotel/holiday accommodation complaints:

<https://www.blackpool.gov.uk/Residents/Advice-and-support/Consumer-advice/Hotel-complaints.aspx>



To report fraud:

<https://www.blackpool.gov.uk/Residents/Benefits/Reporting-fraud.aspx>

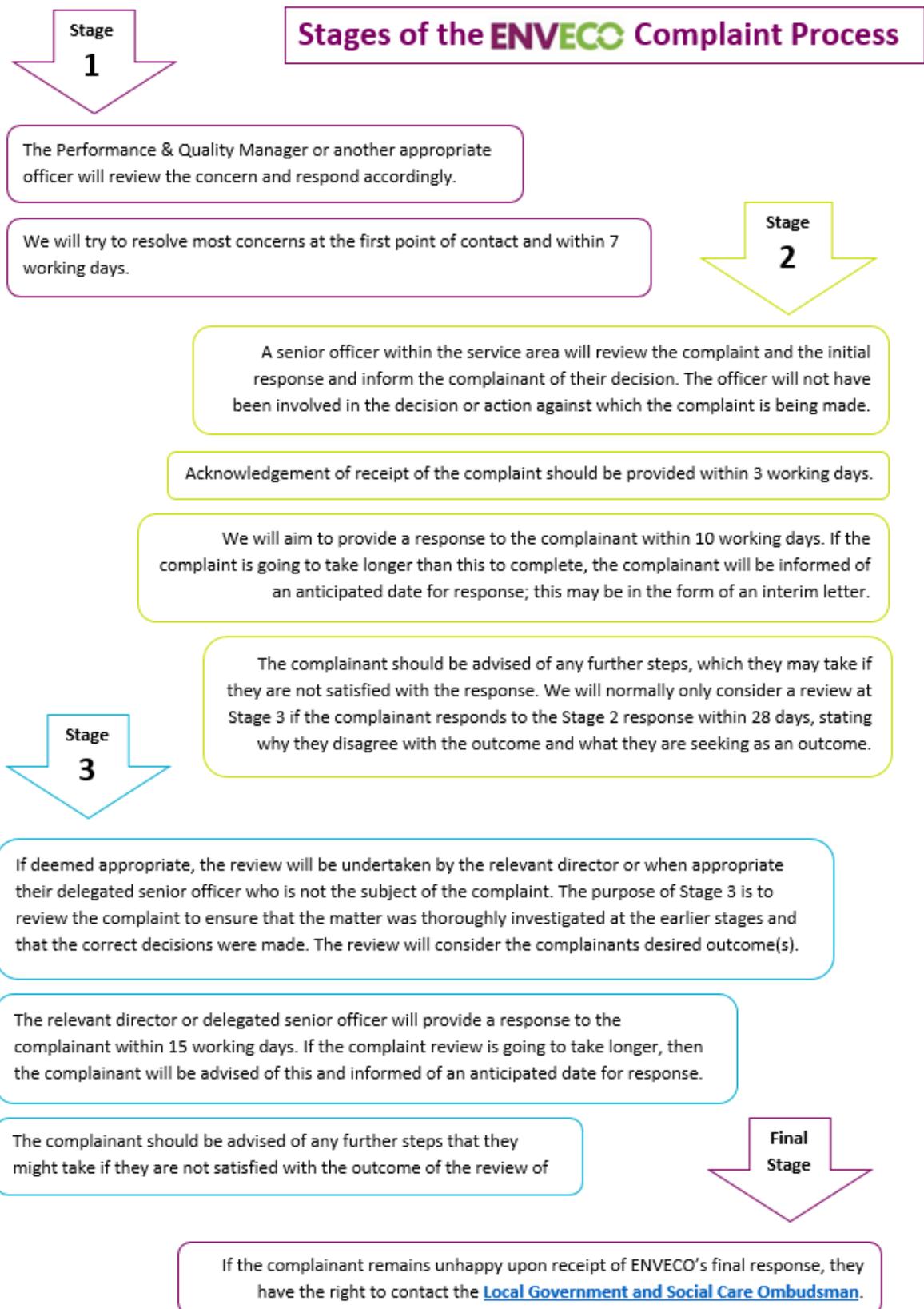


To report a missed bin collection:

<https://www.blackpool.gov.uk/Residents/Waste-and-recycling/Bin-collections/Missed-bin-collection.aspx>

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Appendix E – The Stages of the ENVECO Complaint Process



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Document Control

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13.08.2019	V1.1	Anna Fothergill	Formatted for accessibility purposes
02.02.2021	V1.2	Anna Fothergill	Spelling error corrected p12
16.03.2021	V1.3	Anna Fothergill	Additional information added to section 8 and Appendix A updated
19.06.2023	V1.4	Anna Fothergill	Enveco NW details updated Appendix E added Minor adjustments to 6.3 and 7.1

Approved By:

Name	Title	Version	Date
Mark Towers	Director of Governance and Partnerships	v1.1	04 April 2019
Corporate Leadership Team		v1.1	04 April 2019
Mark Towers	Director of Governance and Partnerships	v1.3	23 March 2019
Jonathan Pickup	Head of Information Governance	v1.4	19 June 2023