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Introduction

1.1 Blackpool Council aims to be compassionate, caring, hardworking and committed to delivering the best services it can with a positive and collaborative attitude and this includes providing a high standard of customer care to the residents and visitors of Blackpool. We take pride in customer care and the delivery of quality services and we aim to place our customers at the centre of everything we do. We continue to do our best in meeting our customer care standards as outlined below.

[Further information regarding our values](#) is available on the council website.

1.2 Our values - We aim to:

- Deliver quality
- Be fair
- Be accountable
- Be compassionate
- Be trustworthy

1.3 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.

1.4 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.

1.5 This policy follows the guidance that has been set out in the Ombudsman’s Complaint Handling Code. The complaint handling code (‘the code’), sets out a process for organisations that will allow them to respond to complaints effectively and fairly. The purpose of the code is to enable organisations to resolve complaints raised by individuals promptly, and to use the data and learning from complaints to drive service improvements. The code will act as a guide for individuals setting out what they may expect from an organisation when they make a complaint. Organisations should seek feedback from individuals in relation to their complaint handling as part of the drive

to encourage a positive complaint and learning culture.

1.6 This document sets out the council's single policy for dealing with complaints, which are covered by the code.

Definitions of feedback in relation to the corporate customer feedback policy

2.1 Complaint

"an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals."

2.2 The corporate customer feedback policy applies to 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 request that the organisation provides or improves a service, fixes a problem or reconsiders a decision"

2.5 We believe that listening to our customers' comments helps us improve our service provisions. We welcome any suggestions or improvements on our services and we are committed to taking matters seriously.

2.6 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"

2.7 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".

2.8 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 service requests, comments and compliments

3.1 We will pass service requests, comments and compliments on to the relevant department within three 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.

3.3 Service requests are not complaints, but may contain expressions of dissatisfaction. The council should have the opportunity to deal with a service request before a complaint is made.

3.4 The majority of service requests can be reported via the 'Report it' links on the [Blackpool Council website](#) 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).

3.5 Service requests will be processed or dealt with as 'business as usual'. Whilst service requests are not bound by the timescales for complaints, they should be dealt with in a timely manner to avoid, wherever possible, the service request developing into a formal complaint.

3.6 A complaint may be raised when the individual expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing.

How to provide feedback

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

- [Via the online feedback form](#)
- 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 matters 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 issue occurring, or the individual becoming aware of this.

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.

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 fault in the way the policy was applied. 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.

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:

1. A first request for a service - please refer to section 7.3
2. Reporting a problem or fault for the first time - please refer to section 7.3
3. Requests for information about a particular service, or an explanation of council policy or practice
4. When the complaint is submitted more than 12 months from when the issue occurred, or from when the individual was aware of the issue – unless there are exceptional circumstances
5. When a complaint has already been considered under these procedures
6. If a complaint has already been considered by the Local Government and Social Care Ombudsman
7. Criticisms or disagreement with council decisions, committee decisions or council policies, when there is no fault identified in the way the decision was made/policy was applied
8. Complaints that constitute a refusal to accept a rule of law which the council is applying
9. Complaints that would be best progressed via other statutory procedures. [Please refer to Appendix A](#)
10. When there a right to appeal or take legal action against any council advice, action or decision in its capacity as a regulator.
11. Complaints about environmental and waste management services provided by ENVECO – Please refer to Appendix B and the [ENVECO website](#) for details of the procedure
12. Complaints about organisations providing a service on behalf of the council - [Please refer to Appendix B](#) for contact details of the companies
13. Complaints against individual employees, which arise from dissatisfaction with a council policy or decision, and where no other basis for the complaint exists
14. Complaint about the issuing of a Community Protection Warning (CPW) - unless there is evidence that there was fault in the application of the process
15. A complaint made by an employee of Blackpool Council relating to employment issues
16. A civil claim, such as insurance, or a matter which is in hands of the council or it's insurers
17. 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 individual will be advised of this.

7.3 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](#).

7.4 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](#)

7.5 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.

7.6 Whistleblowing procedures - Blackpool Council is committed to the highest possible standards of openness, professionalism and accountability. 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.

7.7 If it is decided not to accept the complaint within this policy, an explanation should be provided to the individual setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the ombudsman.

7.8 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.

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

7.10 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.

The stages of the corporate complaints process

8.1 The council's formal corporate complaint process follows the guidance set out in the [Ombudsman's Complaint Handling Code](#).

Stage 1: Complaint investigation

8.2 A senior officer within the service area will deal with the complaint and inform the individual of their decision. The officer will not have been involved in the decision or action against which the complaint is being made.

8.3 Acknowledgement of receipt of the complaint should be provided within five working days of the complaint being received.

8.4 The council will aim to provide a response to the individual within ten working days either via telephone, email, a letter or a face-to-face meeting. The council will however consider factors such as the complexity of the complaint and whether the individual is vulnerable or at risk, when determining the response timescale. If the complaint is going to take longer than this to complete, the individual will be informed of an anticipated date for response. The extension should be no more than an additional ten working days without good reason, and the reason(s) should be clearly explained.

8.5 Details of the relevant ombudsman should be provided at this point.

8.6 A complaint response will be provided to the individual when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the individual.

8.7 The council will address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.

8.8 Where individuals raise additional complaints during stage 1, these should be incorporated into the stage 1 response if they are related, and the stage 1 response has not been provided. Where the stage 1 response has been provided, the new issues are unrelated to the issues already being considered, or it would unreasonably delay the response, the new issues should be logged as a new complaint.

8.9 At the conclusion of stage 1, the individual will be advised of any further steps that they may take if they are not satisfied with the response.

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

8.11 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

8.12 Stage 2 is the council's final response.

8.13 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.

8.14 Requests for stage 2 should be acknowledged and logged within five working days of the escalation request being received.

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

8.16 The person considering the complaint at stage 2 will not be the same person that considered the complaint at stage 1.

8.17 The council will issue a final response to the stage 2 review within 20 working days. If the complaint is going to take longer than this to complete, the individual will be informed of an anticipated date for response. The extension should be no more than an additional 20 working days without good reason, and the reason(s) should be clearly explained.

8.18 Details of the relevant ombudsman should be provided at this point.

8.19 The individual will be advised of the Local Government and Social Care Ombudsman's details if they are not satisfied with the outcome of the review of their complaint.

The Final Stage: Local Government and Social Care Ombudsman

8.20 If the individual is unhappy upon receipt of the council's final response, they have the right to contact the Local Government and Social Care Ombudsman.

8.21 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](#)
- Post - The Local Government and Social Care Ombudsman | PO Box 4771 | Coventry | CV4 0EH

Putting things right

9.1 Where something has gone wrong the council will acknowledge this and set out the actions that have been taken, or that we intend to take, to put things right.

9.2 Any remedy offered should reflect the impact on the individual as a result of any fault identified.

9.3 the council takes account of the good practice guides issued by the Local Government and Social Care Ombudsman when deciding on appropriate remedies.

Protecting the vulnerable

10.1 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).

10.2 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 individuals

11.1 Blackpool Council aims to treat all individuals 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.

11.2 There are a small number of individuals 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 behaviour, which follows the guidance issued by the Local Government and Social Care Ombudsman. Such action is very rare and not taken lightly and individuals will be informed before any restrictions are applied to them in order that they might moderate their behaviour.

11.3 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

11.4 The council will notify individuals deemed unreasonably persistent of the action it proposes, which may include terminating contact with them.

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

Keeping records

12.1 the council aims to resolve issues immediately at the first point of contact thus negating the need to invoke the formal complaints process.

12.2 Records should be retained electronically for all formal complaints.

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

12.4 Records on individual corporate complaints should be stored electronically for 6 years from the end of their administrative use.

12.5 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.

12.6 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](#).

Complaints involving more than one council service

13.1 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

14.1 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.

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

14.3 Subject to the arrangements in paragraph 14.2 above, a contractor may investigate a complaint.

If you need help

15.1 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.

15.2 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.

Appendix A – Services with separate statutory procedures

Separate procedures apply to certain types of complaints and they will be dealt with differently. Some of the more common processes are outlined below:

Adult and Children's Social Care Complaints

Telephone: 01253 477700

Email customerrelations@blackpool.gov.uk

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

[Website](#)

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 Blackpool Council, Benefits department, 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 Blackpool Council, Benefits department, 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 Blackpool Council, Revenues department, 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 Blackpool Council, Revenues department, PO Box 50, Corporation Street, Blackpool, FY1 1NF.

Statutory homeless decisions

If you disagree with a decision on your homeless application you can request a review within 21 days of the notification. The contact details to submit your review will be found on your original decision letter.

Housing register decisions

If you disagree with a decision on your housing register application, you can request a review within 21 days of the notification. Please see [page 26 and 27 of the My Home Choice consistent allocations policy](#)

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](#) or write to: Please 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. Please write to Blackpool Council, PO Box 4, Blackpool, FY1 1NA.

Schools

- **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

A decision made in relation to an EHC needs assessment or an EHC plan

An appeal in relation to a decision made in relation to an EHC needs assessment or an EHC plan is carried out via a first-tier tribunal (special educational needs and disability); this is often informally called the SEND tribunal. Please contact Blackpool SENDIASS (Special Educational Needs and Disability, Information, Advice and Support) for further information: Telephone 01253 477083; Email sendiass@blackpool.gov.uk.

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 period. For further information, please visit the [Planning Appeals webpage](#).

If a complaint has arisen out of the alleged failure to comply with the Freedom of Information Act 2000 or the UK General Data Protection Regulation (GDPR).

Your complaint should be directed to the council's statutory data protection officer (DPO) in the first instance. Please write to Blackpool Council, Information governance service, PO Box 4, Blackpool, FY1 1NA or email dataprotectionofficer@blackpool.gov.uk.

This is within the remit of the **Information Commissioner**.

Telephone: 0303 123 1113.

[Website](#)

Conduct of councillors

To submit a complaint about a council member breaching the [code of conduct](#), please send this in writing to the council's monitoring officer. Please write to Blackpool Council, PO Box 4, Blackpool, FY1 1NA or email monitoring.officer@blackpool.gov.uk

Appendix B - Organisations providing a service on behalf of the council

Blackpool Coastal Housing Ltd

Write to: Blackpool Coastal Housing
Coastal House
17-19 Abingdon Street
Blackpool
FY1 1DG
Telephone: 01253 477900
Website: 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

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.

Website: enveconw.co.uk

Blackpool Transport Ltd

Write to: Blackpool Transport
Rigby Road
Blackpool
FY1 5DD
Telephone: 01253 473001
Email: enquiries@blackpooltransport.com
Website: www.blackpooltransport.com

Blackpool Housing Company Ltd

Telephone: 01253 477222
Email: hello@myblackpoolhome.co.uk
Website: myblackpoolhome.co.uk

Winter Gardens Blackpool

Write to: Winter Gardens Blackpool
97 Church Street
Blackpool
FY1 1HL
Telephone: 01253 625252
Website: www.wintergardensblackpool.co.uk

Sandcastle Waterpark

Write to: Sandcastle Waterpark
South Beach

Blackpool
FY4 1BB
Telephone: 01253 343602
Email: info@sandcastle-waterpark.co.uk
Website: www.sandcastle-waterpark.co.uk

Blackpool Airport Operations Limited

Telephone: 01253 343434
Website: www.blackpoolairport.com

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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Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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