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If you would like to tell us about a service you haven't received or to report an issue such as any of the following:

- > Issues relating to bins (i.e. missed bin, damaged bin, non-returned bin etc.)
- > fly-tipping
- > street light fault
- > pot hole
- > noise complaint



(<https://www.peterborough.gov.uk/residents/my-peterborough/>)

then please use our [online reporting system tool](#).

Make a complaint

If you want to make a complaint about a council service please use our online complaints form - the [online complaints form](#).



[Two stage complaint process \(https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/council/TwoStageComplaintProcess/March2016.pdf?inline=true\)](https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/council/TwoStageComplaintProcess/March2016.pdf?inline=true)
Size: **77.40 KB** File format: **pdf**



[Corporate complaints policy \(https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/council/CorporateComplaintsPolicy/March2016.pdf?inline=true\)](https://pcc-live.storage.googleapis.com/upload/www.peterborough.gov.uk/council/CorporateComplaintsPolicy/March2016.pdf?inline=true)
Size: **362.57 KB** File format: **pdf**

Other methods of contact for our complaints team are

Complaints Team
Peterborough City Council
Customer Services Centre
Bayard Place
Broadway
Peterborough
PE1 1FZ

Email: complain@peterborough.gov.uk
Telephone: 01733 296331