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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

then please use our online reporting system tool.

What to do if you are unhappy with a council service

If you want to make a complaint about a council service please use our online complaints form - the online complaints form.

The complaints process

Stage one - Investigation

The complaint will be investigated by the relevant manager of the service that you are complaining about and the response will be agreed by their Head of Service.

Complaints which can be resolved verbally within 3 working days of receipt will not require a written response (will be classified as informal).

For formal complaints the department will have up to 20 working days to respond.

Please be advised the role of the Complaints Team is to capture all complaints, ensure the correct process is followed and to monitor timescales. The Complaints Team do not become involved in investigating complaints or compiling complaint responses, therefore our position in the complaints process is neutral.

Stage two - Complaint review

If you are unhappy with the manager’s response please contact the Central Complaints Office to discuss the next steps.

If appropriate they can arrange a conciliation meeting with a Senior Manager in the service complained about, if both parties agree this would be helpful to help resolve the complaint.

If the complaint is still unresolved following that meeting or if it is decided a meeting is not appropriate then a complainant can ask for an internal review by a member of the Council’s Internal Audit Team on behalf of the Chief Executive.

If you remain unhappy following the complaint review you will be advised how to contact the Local Government Ombudsman.

To contact the Complaints Team:

Complaints Team