

feedback

We would like to receive feedback from you if you:

- are pleased with the service or have suggestions for improvements.

Please:

- visit our website www.sholland.gov.uk and print off the **Compliments, Suggestions and Feedback Form**.
- send us an email.
- telephone Customer Services and let them know you wish to give a compliment, suggestion or feedback.

complaints

If you are not satisfied with the way you have been treated or wish to complain, please contact Customer Services. We will make every effort to resolve your complaint quickly and informally. If you are still not satisfied you may make a formal complaint.

contacting us

South Holland District Council, Council Offices, Priory Road, Spalding PE11 2XE

Monday - Thursday 8.30am - 5.15pm

Friday 8.30am - 4.45pm

Telephone: 01775 761161

Email: info@sholland.gov.uk

Website: www.sholland.gov.uk

You can also visit our customer services centre at the Market House, Long Sutton.

Documents prepared by South Holland District Council are available in large print, Braille, on audio cassette and electronic format. For more information contact customer services, telephone 01775 761161.

translation available



доступный перевод



Tłumaczenia dostępne

Chinese- 可提供的翻译



a tradução disponível

Our Service Standards



This leaflet explains:

- What standard of service you can expect from the Council
- What to do if you think you have not received this standard of service

We will treat our customers fairly and with respect and will always be courteous and friendly in our approach.

Customer Service		
	Your enquiries	We will answer your telephone call within 15 seconds We will reply to your correspondence within 10 working days We will reply to your email enquiry within 48 hours We will answer your enquiry at the first point of contact
	Complaints	If you complain about one of our services or how we have treated you we will respond within 15 days (25 days if your complaint has reached the final stage of our complaints process)
Our Environment		
Waste and recycling	Refuse collection	We will collect refuse from your property once a week. If we do not collect your refuse and you let us know we will collect it the next working day.
	Recycling	We will collect your green recycling box every week (some homes in isolated areas do not have a green recycling box) We will collect your blue glass recycling box every four weeks (some homes in isolated areas do not have a glass recycling box)
Clean streets	Street sweeping	We will keep the streets of the area clean (as defined by the Environmental Protection Act)
	Fly tipping	If you tell us about dumped rubbish we will clear it within 24 hours and we will take action against the fly tippers when we can.
	Abandoned cars	If you tell us about an abandoned vehicle we will remove it within 24 hours and we will take action against the driver when we can.
Peaceful environment	Anti-social behaviour and nuisance	If you tell us about anti-social behaviour or nuisance smells, noise or pollution we will investigate within three working days.
Green areas	Grounds maintenance	We will cut the grass on land that we own 14 times during the year
Planning	'Major' planning applications	If you apply for planning permission we will make a decision within 13 weeks from the day we receive your application
	'Minor' and 'other' planning applications	If you apply for planning permission we will make a decision within 8 weeks from the day we receive your application

Building control	Building regulations Inspections	If you apply for building regulations approval we will make a decision within 15 working days from the day we receive your application. If you ask for an inspection for Building Regulations approval we will carry out the inspection on the day we receive your application.
Land charges	Searches	If you ask for a Local Land Charge Search we will complete it within 5 working days.
Food safety	Food complaints	If you complain about food that you have bought in the area we will respond to your complaint within 5 working days.
	Food inspections	We will inspect all food shops, restaurants and premises where food is prepared for the public.
Housing		
	Homelessness	We will deal with applications from homeless people within 33 days
Council Homes	The Council has around 4,000 homes which are rented to local people.	
	Empty properties	When Council homes become empty we will re-let them within 23 days
	Repairs to Council homes	If you need a repair which is an emergency we will attend within 8 hours of your call If you need a repair which is urgent we will begin work within 5 working days of your call. If you need a repair that is non-urgent we will begin work within 20 working days of your call.
	Decent homes	We will make sure all Council homes reach the Government's Decent Home Standard by 2010
Benefits		
	Housing and Council Tax benefits	If you claim council tax or housing benefit and give us all the information we need we will pay your claim within 14 days. If your circumstances change we will process any changes to your benefit entitlement within 17 days.
Local Taxes		
	Collecting council tax and business rates	If you tell us about a change that affects your council tax or business rates we will send you a new bill within 14 days