

Comment/Complaint/Compliment

I would like to make a comment/complaint/compliment about Environmental Services.

Name:

Address:

.....

..... Post Code:

Tel No (daytime) (evening)

Email address:

Details:

.....

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.....

I require your response to be -

Large Print

Braille

Audio Tape

Translated into

(Please specify the language)

Signature: Date:

Please return this form to:

Environmental Services

Riverbank Court

Wakefield Road

Aspley

Huddersfield HD5 9AA

Environmental Services

Customer Comments Complaints and Compliments

If you want to comment or complain or maybe just say 'thank you', that's ok with us



At Environmental Services we welcome feedback of any kind because that's how we find out what we're doing right and where we're going wrong. So, tell us what you think of us - whether it's good or bad - we want to know!

You can contact us by:

- **using the form on the back of this leaflet or by letter**
- **telephoning 01484 414700**
- **sending a fax to 01484 414852**
- **emailing environmental.services@kirklees.gov.uk**
- **using the electronic form on the council's web site at www.kirklees.gov.uk - click **Complaints (under council contacts)****

If you make a complaint and we can't give you an answer straight away, we will do our best to do so within the next 6 working days.

We will always confirm receipt of a complaint and arrange for it to be investigated. Whenever possible, we will give you a full written response within 15 working days.

If you are not happy with the response you can ask for the matter to be reviewed by our head of service.

If you are still unhappy you can contact the Local Government Ombudsman on 0300 061 0614.

These are just some of the services we provide:

Food safety and advice
Healthy Choice Awards
Infectious disease control
Pest control and drainage
Dog control
Animal health
Advice and training on regulations that affect small businesses
Health and safety
Better health at work
Pollution monitoring
Pollution and noise control and night time noise service
Contaminated land advice
Refuse collection and waste disposal
Waste recycling
Street cleaning
Fly tipping investigation
Litter prevention and control
Abandoned vehicle removal
Advice on safe disposal of chemical waste
Public toilets
Bereavement services
Transport services
Kirklees Direct - the council's contact centre

You will find more information about our services and a copy of this leaflet by visiting our web site at www.kirklees.gov.uk - click **Community** then **Environment**.

Telephone 01484 414854 if you would like this leaflet in large print, Braille or a community language.