

## Environmental Health Customer Charter

We aim to

- work with residents, businesses and visitors to develop and maintain a clean, safe and healthy environment
- deliver services to local communities to ensure they are informed, empowered, supported and protected
- deliver an efficient and effective service

We will achieve this by

- investigating cases where it appears the law has been broken
- taking appropriate enforcement action
- offering clear and impartial advice on environmental health legislation
- inspecting premises to ensure the safety of food on sale, safe workplaces and air quality standards
- targeting resources on areas of local concern.

We promise to be

- friendly, polite and efficient and treat you fairly and with respect
- help you find a more appropriate service if we cannot help
- explain what we can do to help you, giving you a name and contact number
- respond to your enquiry within 2 working days or 24 hours if it is classed as a public health emergency
- update you about ongoing investigations at least once every 20 days

A visiting enforcement officer will

- show proof of identity and authorisation
- explain the purpose of the visit and any follow-up action
- provide a written record of the visit with details of action required within 10 working days
- ensure any enforcement action follows our enforcement policy, available to download below

Help us to help you

- call us immediately with your problem
- provide your name, address, telephone number and email
- give us the exact address or location of the problem
- remain calm - at peak times you may have to wait to be answered or you may prefer to call again

- please keep appointments and take prompt action if requested
- you may be asked for a written statement and to attend court if your enquiry results in a criminal investigation - we will offer you as much support as possible in this situation
- pay by credit or debit card if possible when requesting a chargeable service
- let us know if the problem stops
- reply promptly to customer questionnaires
- do not use foul, abusive, racist or intolerant language

#### Environmental Health can

- give fair and impartial advice
- act and advise within the law
- take action against businesses or residents breaking environmental health law

#### Environmental health cannot

- give confidential information about businesses or residents
- make routine weekend appointments
- revisit you on the same day if you miss an appointment
- instantly clear pest infestations - effective treatment takes time to work
- close a premises unless there is an immediate health risk
- immediately clear piles of rubbish from private land

#### Satisfied with our service?

The Environmental Health Service is committed to providing services efficiently and effectively. However, occasionally things go wrong and you may not be happy with the service you receive.

If you have any queries, complaints or suggestions for improvements, please contact us.