

EAST HAMPSHIRE DISTRICT COUNCIL
ENVIRONMENTAL HEALTH SERVICES
PENNS PLACE
PETERSFIELD
HANTS
GU31 4BR

GSS

IF WE VISIT YOU AT YOUR HOME OR BUSINESS, WE WILL:

- give you the opportunity for an appointment at a mutually agreed time, though this might not be possible for certain enforcement-type visits.
- offer appointments outside normal working hours if you have particular difficulties in meeting us during the normal day.
- due to the nature of Pest Control treatments it is not possible to give specific timed appointments and at peak times during the summer we may not achieve the 3 day target response time. We will let you know if this is the case at the outset.

IF YOU HAVE SPECIAL NEEDS, WE OFFER THE FOLLOWING AT OUR MAIN OFFICES:

- an interview room where you can talk to an officer in private.
- a Minicom facility if you have a hearing impairment (providing you have the necessary equipment). Please contact us on **01730 234103**.
- a hearing (induction) loop within all our committee rooms and main Council Chamber and a portable infra-red hearing aid device that can be set up within any area of the offices.
- a Tynetalk text facility available through the Royal National Institute for the Deaf (RNID). For further information and assistance contact **020 72968000**.
- disabled access arrangements, including designated parking bays, ramps and a lift.
- specially adapted toilet facilities on the ground floor .
- a translation service for telephone contact by phone or in writing if English is not your first language.

Please note that we also have wheelchair access to all our External Information Offices (Alton, Bordon, Liss, Bramshott and Liphook and Horndean).

IF YOU ARE UNHAPPY WITH ANY ASPECT OF OUR SERVICE AT ANY TIME:

- first of all, let the person you have been dealing with know and they will try and resolve any problems quickly, explain what we have done and why.
- if you are still dissatisfied and would like to take your complaint further, please contact:

Mark Reed
Head of Environmental Health
Council Offices
Penns Place
Petersfield.
GU31 4EX

Tel: 01730 234301
email: mark_reed@easthants.gov.uk

- he will provide you with a full reply within **10 working days**. If this is not possible he will acknowledge your letter or call within **3 working days** and let you know when you will get a full reply.
- if you are still unhappy about the service you have received, the council has a formal complaints procedure available to you. Further details are available on request.



SERVICE STANDARDS



OUR COMMITMENT TO YOU

2002-2003

Environmental Health
EAST HAMPSHIRE DISTRICT COUNCIL

This leaflet sets out how to access the Council's Environmental Health Services and the standards of customer care you can expect from our staff. It represents our commitment to provide you with the highest quality service at all times.

IF YOU PHONE US, WE AIM TO:

- answer your call within **3 rings** for at least **75%** of calls (target for 2002/2003).
- always be polite and professional.
- give you our full name, slowly and clearly.
- deal with your enquiry or request immediately. If we can't we promise to phone you back as soon as possible and certainly within **3 working days**. We aim to do this in **95%** of cases (target for 2002/2003).
- if we need to respond to an emergency environmental health request out of normal working hours (evenings, weekends and Bank Holidays) we aim to do so in all cases within 1 hour of your call. In busy periods we may need to deal with the most urgent cases first. If this happens we will let you know how long you will have to wait.

IF YOU WRITE TO US (OR FAX OR E-MAIL), WE AIM TO:

- send you an acknowledgement within **3 working days** of receiving it at the council offices and then a full reply within **10 working days**. Again, we aim to do this in **95%** of cases (target 2002/2003).
- if your enquiry will require more time to respond, we will send you a further note within the **10 working days** letting you know exactly when you will receive a full reply.
- provide written replies which are clear and easily understood.
- let you know the name and contact telephone number for the person dealing with your enquiry or request.

IF WE CAN'T MEET ANY OF THESE DEADLINES, WE WILL:

- let you know why and keep you informed as to when you will get a full reply.

IF WE CAN'T ANSWER YOUR ENQUIRY OURSELVES, WE WILL:

- put you directly through to someone who can help or give you a contact name and telephone number.

We may need to carry out a detailed investigation on your behalf, for example, a noise or drainage problem, which may take weeks or even months to resolve. There may be times when we are waiting for information from you or we may be acting 'behind the scenes'. If so, we will

- let you know at the outset how long we think it will take to resolve your problem with the aim of resolving **90% of all investigations within 90 days** (target for 2002/2003).
- keep you informed as to the progress being made by telephone or in writing at least once **every 15 working days** if the current stage of the investigation is in our hands.

HOW AND WHEN YOU CAN CONTACT US:

- we are based at the Council's main offices at Penns Place in Petersfield. **The offices are open between 9.00am and 5.00pm, Monday to Friday.**
- our Customer Services team is the main point of contact for initial telephone enquiries during normal working hours. They can be contacted through our main switchboard on **01730 266551**. Just ask for Environmental Health.
- outside of normal working hours you can leave a message of a general nature on our main switchboard ansaphone on **01730 266551**.

- if you need emergency advice outside normal hours, including weekends and Bank Holidays, you can phone our emergency service on **07764 346550**. You will speak directly to an officer who will be able to help.
- if you are visiting Penns Place, a member of our team will always be available to take the details of your enquiry but if you would like to talk to a particular officer in person we recommend that that you phone in advance for an appointment. You can either phone the person directly, if you have their number, or contact our Customer Services team and they will transfer your call.
- officers are normally out of the office on visits between 10.00am and 4.00pm so it is always best to contact them outside of these times or leave a message and they will call you back promptly.
- We publish an up-to-date A-Z of Council Services each year within our community magazine 'Partners' and on our web site giving contact names and direct dial numbers for all our services and lead officers. You may wish to refer to this guide.
- we have a dedicated 24 hour telephone 'Dog Line', on **01730 234319** to report problems such as fouling or strays. Outside normal hours a message can be left which will be acted upon the next working day.
- you can also visit our website for information at any time on www.easthants.gov.uk or leave a message on ehhealth@easthants.gov.uk

QUESTIONNAIRE

Environmental Health Services are always striving to improve the service that we offer to you and as a result we would welcome your comments and views regarding this leaflet and more generally, the service we provide.

Please let us know your comments, whether good or bad. If we don't know how we are performing, we cannot make any changes or improvements!

	Yes	No	Don't Know
1 Did you find the booklet helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Would you like more information on this subject?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 When you contacted Environmental Health, did you find the staff friendly and knowledgeable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Would you like this information in another format e.g. large print /on tape/in another language?	<input type="checkbox"/>		

If so, please state below which format you would like the information in

5 Please use the space below for any comments you may have on the service, particularly how it may be improved

Thank you very much. If you have asked for more information, information in another format or would like us to contact you regarding your comments, please fill in your details.

Name

Address

Telephone number

E-mail

cut along this line