

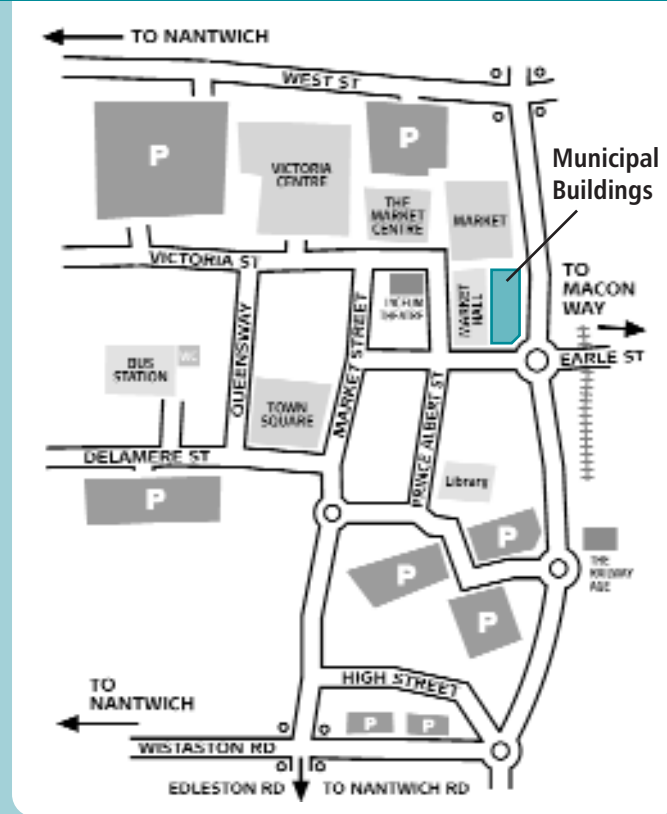
Environmental Health

Environmental Protection Inspections

Tell us...

...how did we do

How to find us...



Environmental Health

Opening Hours: 9.00am - 5.00pm Monday to Friday

Environmental Health Environment and Development Directorate Municipal Buildings Earle Street Crewe CW1 2BJ

Telephone: 01270 537424 Fax: 01270 537758 Website: www.crewe-nantwich.gov.uk

BUSINESS REPLY SERVICE Licence No. CW/50

ENVIRONMENTAL HEALTH ENVIRONMENT AND DEVELOPMENT DIRECTORATE MUNICIPAL BUILDINGS EARLE STREET CREWE CW1 2BJ



Service Standards

Environmental Health provides a wide range of services to many customers and we aim to always be helpful, courteous and efficient whilst striving to continually improve on quality and value for money.

Our Enforcement Policy requires:

- **Consistency:** to ensure that similar issues are dealt with in the same way.
- **Fairness:** to ensure a fair and even-handed approach.
- **Proportionality:** to ensure that action taken relates directly to the actual or potential risk to health, safety, the environment, or economic disadvantage to the consumer or business.
- **Transparency:** to ensure that enforcement action that will be taken by the Council is easily understood by the individuals, organisations and businesses having to comply with legislation, and that clear distinctions are made between legal requirements and advice or guidance about what is desirable but not compulsory.
- **Objectivity:** to ensure that decisions are not influenced by the gender, ethnic origin, religious or political beliefs or sexual preferences of the offender, victim or witnesses. Sensitive consideration will be given where persons involved are children, elderly, infirm or suffering from a mental disorder.

Other Services provided by Environmental Health

- Noise
- Complaints about food/food premises
- Air pollution
- Health and Safety at Work
- Licensing - animal welfare
- Licensing - public entertainment
- Pest control
- Dog Warden
- Taxis - Private Hire / Hackney Carriages Licensing
- Charitable collection Licensing

Contacts

If you wish to discuss, or make a formal complaint about any aspect of our service please contact Environmental Health Services:

- By telephone on **01270 537424**
- By fax on **01270 537758**
- By post at our offices, location map overleaf
- In person at our offices, location map overleaf
- Via our website: www.crewe-nantwich.gov.uk

If our response to your formal complaint about the service fails to resolve the matter, you may request an official complaints form and the issue will be addressed through the Council's formal complaints procedure.

Customer comment forms are available from any of our public access points or by telephoning **01270 537751** and requesting a form.

Thank you for using our services. We would appreciate it if you would fill in the attached questionnaire - your views are important to improve our services.

Environmental Protection Inspections - Customer Survey

You recently had a visit from an Officer from our Environmental Protection Section. Based on the service standards we have set ourselves (listed on the left),

How did we do?

- 1 Was the purpose of the visit clearly explained?

Yes No

- 6 If, as a result of this visit any action from you was required, was this clearly explained?

Yes No

Excellent Good Satisfactory Poor

- 3 The conduct of the Officer was:

- 4 The information provided was:

- 5 Were you satisfied with the general level of service?

Yes No

- 6 Were you able to contact us easily?

Yes No

Do you have any comments on the service or our standards? Do you have suggestions on improvements we could make?

