

delays whilst legal processes are followed, matters are put before Council Committees for final decisions, or Court dates are awaited.

We cannot promise to bring every request for service or complaint to a conclusion which satisfies you in every way. However, we do promise to investigate the matters with all due diligence and take action which is legally possible and appropriate.

Will there be a cost?

Some of the services provided by the Council have an extra cost to people who use them e.g. pest control. If your complaint involves the use of these services, you should be told right from the start what the likely costs are to be.

If you wish to query any charges, then please do not hesitate to contact the senior officer responsible for that service.

Will my request be kept confidential?

Unless you instruct us to release your name and address we will keep your identity strictly confidential. However, should Court action result, your name and address will become known in any hearing which takes place. If you are in any way concerned about confidentiality, please discuss it with your case Officer.

What if I am not satisfied?

If you are not satisfied with the way your request has been handled, we would like you to tell us. You can discuss your concerns with a senior officer or write to them outlining your dissatisfaction. Listed below are contact details.

If after this you are still not satisfied, then please use the Council's complaints system. The forms to make a formal complaint about our performance

are available from any Council Reception point, our website at www.arun.gov.uk or by telephoning us on 01903 737709.

Each year the Council spends over £1 million on its Environmental Health Services and Private Sector Housing. We are keen to ensure that it gives value for money. Your views are important because they help us to regularly review the services we offer and the way we deliver them. If you have any suggestions on how we can improve our service please complete and return the enclosed form to the relevant contact officer below. We welcome views on how we can improve our service.

Your Contact Officer

Environmental Health

Nat Slade - Environmental Health Manager

Tel: 01903 737683

E-mail: nat.slade@arun.gov.uk

Private Sector Housing and Public Health

Louise Crane - Principal Environmental Health Officer Housing

Tel: 01903 737669

E-mail: louise.crane@arun.gov.uk



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Arun Civic Centre
Maltravers Road
Littlehampton
West Sussex BN17 5LF

Tel: 01903 737755
www.arun.gov.uk

This leaflet is available in large print, on request.



A Guide to our Services

- Health & Safety
- Private Sector Housing
- Public Health
- Licensing
- Pollution
- Food Safety



Now you have requested service...

This leaflet explains -

- **What should happen next**
- **What you can expect from us**
- **Your Rights**

We hope you find it helpful.

Our aim

In our handling of your request for service we aim:

1. to treat you fairly, with courtesy and respect
2. to respect your individual privacy, dignity, religious and cultural beliefs
3. to ensure people with special needs can use our service
4. to respond to your initial complaint within 7 working days
5. to keep you informed of our action, your rights and to tell you who is dealing with your request
6. to give you the opportunity to comment on our performance, and to listen to your views.

If your circumstances are likely to mean we should consider changing our normal ways of contacting you, please do let us know as soon as you can, so we can try to accommodate any special need you may have.

What can I do now?

In cases of complaints about neighbours, it is always sensible for you to try to resolve the issue by discussion with the person(s) concerned.

In many cases, a reasonable solution can be found without involving the Council.

What happens to my request next?

Environmental Health and Private Sector Housing have specialist Officers grouped into sections dealing with areas of work such as food, safety, pollution, housing, pest and dog control.

Your request will be passed to the most suitable Officer (or Officers if several areas are involved) who will attempt to contact you as soon as possible, but certainly within **7 working days**. We aim to reply to letters and e-mails within fourteen days.

Will I get immediate action?

Your request will certainly be investigated quickly and answered as soon as possible. For instance, complaints about **food poisoning, illegal eviction and emergencies will be dealt with straight away if at all possible**, and certainly by the end of the next working day.

The Council must act as an independent agent and has to look into both sides of any complaint, i.e. yours, and the person or organisation you are complaining about.

We must establish the exact problem and whether any law the Council can enforce has been broken. With some complaints, e.g. nuisance from noise and dust, this can mean a number of visits being made in order to obtain enough evidence of an offence. This obviously takes time and will need patience on your part whilst a complete picture is built up. In this way the Council can follow the correct legal process so that, if need be, formal action can be taken.

In other circumstances, for example food complaints, Manufacturers, Importers and Retailers have to be traced, contacted and interviewed. Their premises may also need to be visited. This may cause unavoidable delays, but will ensure that your complaint is dealt with thoroughly.

You can be sure that there will be much activity on your behalf behind the scenes. We will do our utmost to resolve your request as soon as we can and hope that any investigation will be completed and initial action begun within three months.

Will I be kept informed?

Yes, you should be advised of investigation procedures when you first contact us: you should then be contacted soon after you have complained (within seven days or sooner, if possible) when the issues and the proposed action will be discussed with you by the investigating officer. Following this, you should be kept advised of progress either by a visit, telephone or letter. (The maximum interval between each contact should be no more than four weeks).

Officers are always pleased to discuss progress with you at any time. If you wish to telephone these offices the best time is usually between 9am-10am Monday to Friday. Please note that officers are often undertaking site visits/inspections during the day. Messages can be left where officers have voice mail or with our Reception Staff at any time during normal office hours or you can e-mail the relevant officer direct.

What will be the outcome?

There are many possible outcomes, depending upon the nature of your request.

Direct action by the Council may eliminate the problem completely. Legal Notices may be served to prohibit activity such as undue noise, dust or smoke, or to require improvement of unsatisfactory conditions such as defective property or dangerous practices. Alternatively, the Council may decide to prosecute for, say, the selling of unfit food, harassment of tenants or causing pollution.

When formal action is taken there may well be