

Not happy with the service

If you are not satisfied or think we have failed to deliver please talk to the member of staff or service manager concerned. If you are not satisfied, then you are encouraged to follow our complaints procedure. A leaflet is available on request from our Helpshops or by phoning the Helpline or on our website – details below.

Enquiries to Community Safety & Environmental Health

You can contact us:

In Person at: Reigate Town Hall, Castlefield Road,
Reigate RH2 0SH

By telephone Help Line: 01737 276000

By fax at: 01737 276404

Or by email at: environmental.health@reigate-banstead.gov.uk

Website: www.reigate-banstead.gov.uk



Community Safety & Environmental Health

Service Charter

January 2011

In this charter, we set out the service that we provide. It also contains details of how you can contact us and how we can help you get the best out of the service.

Our Service

Our responsibilities are toward protecting your health in the workplace, at home and when out and about in the Borough. The air we breathe, the food we eat, and the conditions we work and live in are our main concerns. Specifically we:

- Carry out a planned, risk-based programme of inspections to ensure compliance with licensing requirements, health & safety, food safety and pollution law.
- Investigate reports about pollution, contaminated land, food hygiene and safety, health & safety, antisocial behaviour, stray dogs, infectious disease, pests and licensing contraventions.
- Investigate workplace accidents and incidents in accordance with our Incident Investigation Policy.
- Provide information, guidance and advice on community safety and environmental health related issues to all our customers.

What can you do

We want to know what you think of our service. Your feedback is important as it helps us to improve so that we can serve you better.

Tell us if:

- You are having any difficulties with our service.
- Any of our information or guidance is inadequate or unhelpful.
- There are any additional service features you think we should provide.
- Any other observations as a service customer.

What we will do for you

When we visit:

- Explain who we are, the reason for our visit and give you full contact details.
- Either, leave a written report after each inspection, or inform you by letter of the outcome and any steps to needed to comply with the law.

When you need us:

- Respond within 24 hours whenever possible to deaths, serious accidents, and serious pollution incidents, serious food complaints and food contamination incidents and stray dogs.
- Respond within 4 working days to complaints about licensed premises, businesses or individuals.
- Respond within 5 working days to licence applications, pest control service requests and complaints regarding food businesses and places of work.
- Respond to 90% of pollution complaints (including noise) within 4 working days and all pollution complaints within 10 working days.
- Respond within 14 working days of receipt of accident reports that need further investigation.
- Arrange to see you in your home, workplace or other place if that is practical and appropriate.
- Inform you on request of the progress of your service request or enquiry.
- Supply you with further advice from a range of information leaflets we stock on all of our services.
- Keep our web pages up-to-date about the service. See www.reigate-banstead.gov.uk.