

Customer Service Matters

Highways and Environmental Services

When you	We will
<p>when you enquire about or report a problem in one of the areas below:</p> <ul style="list-style-type: none">• Cemeteries• Coastal / Promenade• Grounds Maintenance (including trees)• Parks and Gardens• Play Areas• Public Spaces• Toilets• Dog Fouling	<p>we will respond:</p> <ul style="list-style-type: none">• within 10 working days (within 2 if urgent)• within 2 working days• within 1 working day
<p>request new bins or caddies</p>	<p>deliver within 15 working days</p>
<p>request collection of a bulky refuse item</p>	<p>collect within 10 working days</p>
<p>report that we have failed to collect your refuse</p>	<p>respond within 1 working day (for a <u>substantiated</u> missed collection)</p>
<p>submit a bus pass application</p>	<p>issue the pass within 10 working days, provided all required data is received</p>
<p>report a problem with a bus service supported by the Council</p>	<p>investigate with the operator and report back to you within 10 working days</p>
<p>may be affected by planned works, regulations or restrictions on the highway that we are initiating</p>	<p>ensure we consult and communicate effectively with internal and external stakeholders, taking your views into account</p>

report a dangerous defect in the carriageway or footway (according to the definition of a dangerous defect on our website)	make the dangerous defect safe within 2 hours of notification
report a faulty street light	repair it within 5 working days or repair it the same day if urgent or a safety issue (according to the definition on our website)
report an obstruction of a public right of way	investigate and action within 21 days

Anything you want to tell us?

Let us know if you think we've done something wrong or made a mistake.

We would also like to know if you think we have done something well or if you have a comment or an idea about how we could do something differently or better.

Let us know by e-mailing your.voice@denbighshire.gov.uk;

by phoning 01824 706101

by filling a form on our website at www.denbighshire.gov.uk

