GENERAL ENQUIRY

A routine and simple request for information, which could be satisfied by reference to a single record or document, can often be dealt with as part of a service's day-to-day business.
Examples include waste and recycling pick up times, requests for a form, or to query a place on the housing register

COMPLAINT

An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.
Examples include an informal complaint, a formal complaint, a statutory complaint, or a data protection complaint

REQUEST FOR INFORMATION

The Freedom of Information Act 2000 (FOI) gives you the right to request any written or recorded information held by the council. There is certain information we may not be able to give you, if this is the case we will tell you why.
This may be a Freedom of Information request or an Environmental Information Regulations request.
Examples include council spending, schools and children's services information or general statistics. Or information about land development, pollution levels or waste management

CUSTOMER CONTACT

MEMBER'S ENQUIRY

An enquiry made by a Member, normally on behalf of a resident or customer in their Ward. It may relate to issues concerning the specific impact of an event within that Ward. It would pass through the same council process i.e. general enquiry, service request but the Member would also be kept updated

DATA PROTECTION OR SUBJECT ACCESS REQUEST

The Data Protection Act 2018 gives you the right to find out and obtain copies of the personal information held about you by the council. Requests must be made in writing and 2 pieces of identification (1 photographic) be included.
Examples include personal data such as interview notes, what your data is used for and any decisions that may have been made based on this data

SERVICE REQUEST

A request for the council to carry out one of its standard service functions. They are dealt with by the appropriate service team according to applicable timescales and priorities.
Examples include reporting a missed bin, a pothole, a road or pavement default, a street lighting fault, or fly tipping