

# Community Council Enquiry Service

Telephone: 030 33 33 3000

Email: [CCESmailbox@dumgal.gov.uk](mailto:CCESmailbox@dumgal.gov.uk)

A guide to making an enquiry

A system has been developed to support and manage the vast and wide ranging Council Enquiries made by our Community Councils.

## Community Council Enquiry Service (CCES)

This service has been developed to support, manage and monitor the wide ranging enquiries made to all Council services by our Community Councils.

Community Councils may not always know the right person to ask in regard to a Council Service. This enquiry service has been designed to ensure that enquiries go to the right person and to ensure that you receive a good quality response within agreed timescales. Normally we endeavour to provide a response to Community Council enquiries submitted to this service within 20 days. If the enquiry is more complex and more time is required we will let Community Councils know.

The service is easy to use. Community Councils submit their enquiries to the following mailbox: CCESmailbox@dumgal.gov.uk. The enquiry will then be logged onto the system and given a unique reference number. The enquiry will then be managed to ensure an accurate response is provided to the Community Council within agreed timescales in line with the Customer Service Charter.

## Benefits of the Community Council Enquiry Service

- Community Council enquiries are dealt with systematically and according to a set of service standards and protocols to ensure responses are accurate, consistent and timely;
- There is accountability in place to ensure enquiries are managed appropriately and can be monitored and tracked;
- Information about enquires is collected to ensure performance can be improved;
- Responses can be quality assured and evaluated.

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