Enquiry Service
A guide to making an enquiry

Submitting Enquiries

Members of Parliament and Members of Scottish Parliament submit enquiries to:

MPMSPESMailbox@dumgal.gov.uk

Elected Members submit enquiries to:

EMESmailbox@dumgal.gov.uk

Community Councils submit enquiries to:

CCESMailbox@dumgal.gov.uk

The Enquiry Service provides a direct route for dealing with over 150+ different types of identified enquiries regularly received by the Council from Members of Parliament, Members of Scottish Parliament, Elected Members and Community Councils.
Enquiry Service

This enquiry service supports, manages and monitors the wide ranging enquiries made to all Council services by our Members of Parliament, Members of Scottish Parliament, Elected Members and Community Councils.

When an enquiry is submitted using the mailboxes, the enquiry is then logged onto the system and given a unique reference number. The enquiry will be allocated to an appropriate Officer to respond within agreed timescales:

- **Members of Parliament / Members of Scottish Parliament Enquiry Service** - 3 days with possible 15 day extension for complex enquiries
- **Elected Members Enquiry Service** - 3 days with possible 15 day extension for complex enquiries
- **Community Councils Enquiry Service** - 20 days

Benefits of the Enquiry Service

- Enquiries are directed through a fair and transparent route to the most appropriate person for response;
- Enquiries are monitored and dealt with systematically;
- Agreed timescales for a response are in place;
- Measures are in place to monitor and continuously improve the quality of responses;
- The process ensures tighter control of the Council expenditure associated with enquiry handling.

Tips for logging an enquiry to achieve an effective outcome:

Submitting an enquiry through the correct route and providing as much information as possible enables our Officers to provide a full concise response within agreed timescales first time.

Report It Service

It is extremely important to us that we manage your enquiry effectively and target improvements to correct Council Service. Therefore, if your enquiry is in relation to:

- Roads and pavement defects (eg potholes)
- Missed waste collections
- New bin requests
- Fly tipping
- Dog fouling
- Street cleansing
- Assistance putting out a bin
- Street lights

Please use **Report It** to report these faults or to request a Service.

Please use Enquiry Service when asking for information.

Listed below are tips for providing the information we need to be able to assist you.

**Who:** Provide details of your organisation

**What:** Give your enquiry a precise title. We receive over 150 types of enquiries, therefore a clear title makes it easier for us to direct your enquiry efficiently and effectively to the correct Officer.

Provide sufficient detail in the content of your enquiry. This will help to eliminate requests for further information and allocate the enquiry correctly to ensuring a timely response.

**Where:** Provide a precise location in your enquiry. Any information which will help identify the exact location of the issue helps our Officer to provide an efficient response. For example; post code or beside a particular landmark, inside or outside of 30mph roadsigns, etc.

**When:** Where an enquiry relates to a specific time period please ensure that the dates required are stated within your enquiry.

**How:** State your expectations for a response. If we know what you are looking for we can ensure that our response meets your requirements.