



## Tips for getting the best out of our Enquiry Systems

Submitting an Enquiry through the most relevant route and providing as much information as possible enables Officers to provide you with a full response in the right way within agreed timescales.

### Report It Service

If your enquiry is about a fault or an enquiry 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](#)



### Freedom of Information

If your enquiry is about information which is recorded and held by the Council – such as why a decision was taken, whether a policy or contract is working well and providing value for money, etc - then please use [FOI@dumgal.gov.uk](mailto:FOI@dumgal.gov.uk)

Some tips for your enquiry:

**What:** Specify the issue that you're interested in Specify the types of information that you're interested in (eg information contained in reports or minutes relating to the issue)

**When:** Include the date period

**Who:** Mention the Service that would have been involved in the creation of the information



### Complaints

If you are sending on a Complaint from a citizen or an organisation, then please use [commentsandcomplaints@dumgal.gov.uk](mailto:commentsandcomplaints@dumgal.gov.uk)

It is helpful if your correspondent is aware that this is the route that will be used for their issue; and it's because our Council must record and handle all Complaints in the same way.



### Enquiry Service

For all other Enquiries, please use the Community Council Enquiry Service when making any other general Enquiries [CCESMailbox@dumgal.gov.uk](mailto:CCESMailbox@dumgal.gov.uk)

Some tips for your Enquiry:

**What:** Give your enquiry a precise title. We receive over 150 types of enquiries, therefore a clear title makes it quicker and easier to allocate. Provide sufficient detail in the content of your enquiry. This will help to eliminate requests for further information.

**Where:** Provide a precise location in your enquiry. For example a postcode or beside a particular landmark, inside or outside of 30mph road signs, etc.

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

**How:** State your expectations for what you want to see in the response