

## LICENSING COMPLAINTS PROCEDURE

If you are unhappy with the service you have received from, or relating to the Licensing Section, we would like to know what the problem is, so that we can investigate. This applies whether you are an applicant for a licence or a user of a service for which we issue a licence. Customer feedback is important to us as it can help us to improve our services.

You can raise your issue in person, by telephone, in writing or by e-mail. Contact details are given below:-

Assistant Director Law & Governance – Dudley MBC	
Directorate of Corporate Resources, Law & Governance, Licensing Services	
Unit 1 Narrow Boat Way, Hurst Business Park, Brierley Hill, West Midlands, DY5 1UF	
Telephone : 01384 815101	Fax : 01384 812630
Email: <a href="mailto:licensing.LDS@dudley.gov.uk">licensing.LDS@dudley.gov.uk</a>	

The office is open from 8.00am to 4.00pm daily. If you have a disability, please contact us to make an appointment before visiting our offices, to enable us to meet your needs.

Details of the Council's complaints procedure are included in the link below:

<http://www.dudley.gov.uk/about/directorates/contact-us/compliments-comments-complaints/>

Alternatively, you can collect or request a complaints form from our office.

We will acknowledge your complaint within 5 working days, investigate the issue and respond within 20 working days. If you remain dissatisfied with the outcome of your complaint you can take it further – please see the procedure for details on how you can do this.

If your complaint relates to a Council procedure it may be referred to the Taxis Committee or the Licensing and Safety Committee.

### Local Government Ombudsman

You will be expected to have gone through the Council's complaints procedure before you make contact with the Ombudsman. The contact details are:

Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH		
Telephone: 0300 061 0614	Fax: 024 7682 0001	Text "call back" to 07624 804299
Website: <a href="http://www.lgo.org.uk">www.lgo.org.uk</a>	Email: <a href="mailto:advice@lgo.org.uk">advice@lgo.org.uk</a>	

Remember, we are here to help you and welcome any suggestions you may have on how we can improve our services.

Thank you.