

11. What to do if you are not satisfied with our service

We make every effort to provide good customer service and to follow correct procedures at all times. If, however, you have a complaint about our service you should initially contact the Monitoring and Enforcement Manager, who will try to resolve your concern. Please telephone 01629 816200 or e-mail us at customer.services@peakdistrict.gov.uk.

Formal Complaints

If your complaint remains unresolved you may wish to follow our formal complaints procedure, details of which can be accessed via the following link:

<http://www.peakdistrict.gov.uk/looking-after/about-us/have-your-say/complaints>

Ombudsman

If, having gone through the Authority's complaints procedure, you remain dissatisfied, you may refer your complaint, sending full details, to the Local Government and Social Care Ombudsman.

Complaints made in writing should be sent to the following address:

**Local Government and Social Care Ombudsman
53-55 Butts Road
Coventry
CV1 3BH**

Alternatively you can use an on-line complaint form available at:

<https://www.lgo.org.uk/complaint-form>

The Ombudsman is also contactable by telephone and fax:

**Telephone: 0300 061 0614 (Monday to Friday 8.30am–5pm)
Fax: 024 7682 0001
Text: 'call back' to 07624 8481 1595**

The web address is: www.lgo.org.uk

Note that an investigation by the Ombudsman relates to the administration of the planning process. The Ombudsman is not in a position to reconsider the merits of, or reverse, a planning or enforcement decision.