



Comments, Complaints and Compliments



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We value feedback and welcome your comments, complaints or compliments.

You should not use the customer feedback procedure to:

- comment/complain in relation to public roads or street lighting. These are dealt with by [Hertfordshire County Council](#).
- report everyday problems, such as [abandoned cars](#), [fly-tipping](#), [missed bins](#), [vandalism](#), and [complaints about food](#)
- challenge a [penalty charge notice](#)
- challenge decisions issued in regards to housing register or homelessness applications
- ask for information under the [Data Protection Act or Freedom of Information Act](#)
- make a complaint about a [councillor](#).
- respond to individual planning applications (which should be made to the designated case officer, details of whom can be found by [searching for the relevant planning application](#) on our website)
- respond to Local Plan consultations (which should be made via our online Local Plan [consultation portal](#))

If you have a complaint we will:

- deal with it quickly and fairly
- tell you what is happening with it and do everything we can to help you
- only reveal your identity to people who need to know it
- explain our decision
- use your complaint to review and improve the way we provide services.

You can make a comment, complaint or compliment by contacting us:

- using the [online form](#)
- using the [customer feedback form](#)
- in person at our Civic Offices and our area offices in Bushey and Potters Bar
- by phone on 020 8207 2277
- by letter; or
- by email on customer.services@hertsmere.gov.uk

Your right to a council service will not be affected if you make a complaint.

Frequently asked questions

If you would like further information or have any questions relating to our comments, complaints and compliments procedure please read our



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