Comments, Complaints and Compliments

Last Modified May 14, 2019

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.
- everyday problems, such as abandoned cars, fly-tipping, missed bins, vandalism, and complaints about food.
- challenge a penalty charge notice.
- challenge your housing needs assessment/priority banding.
- 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 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.
- 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...
If you're an EU citizen living in Hertsmere BC, please visit @HertsmereBC. For comments, compliments and complaints, please read our compliments procedure or our frequently asked questions. Alternatively, you can read our customer feedback procedure.

Comments, compliments and complaints form

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