**Customer Service Code of Practice**

**Our Promise to our Customers**

Elected members and officers are committed to providing a first class service to our residents and businesses. Our promise is to provide you with the best possible experience however you choose to get in touch with us when you require our services. We recognise our duty to deal with all our customers fairly and value their diversity. You are at the heart of everything we do.

**Access to Online Services**

The Clowne Contact Centre now offers easily accessible internet services to allow customers to:

- @ Visit Health & Wellbeing information pages
- @ Access the Derbyshire Consumer Hub
- @ Access Citizens Advice Bureau online
- @ Find information on your District Council
- @ Bid for accommodation
- @ Search for jobs
- @ Report an issue

**Freedom of Information**

The Freedom of Information Act 2000 gives a general right of access to recorded information held by the Council, subject to certain conditions and exemptions contained in the Act. Any person making a request for information is entitled to be informed in writing whether the Council holds the information and if it does to have that information communicated to them.

**Compliments, Comments, Complaints**

Your feedback is very important to us. It lets us know how we are doing, which aspect of our services is pleasing, which things we can improve on and when things do not run as smoothly as they should.

To register a compliment, make a suggestion or complain, please refer to our ‘Let us know: Compliments, Comments, Complaints’ form for more information.

**We speak your language**

- Polish
  - Mówimy Twoim językiem
- Slovak
  - Rozprávame Vaším jazykom
- Chinese
  - 我们会说你的语言

If you require this publication in large print or another format please call us on 01246 242424
Contact and Locations
You can speak to a Customer Advisor between the hours of 9.00am – 5.00pm Monday - Friday

**Bolsover Contact Centre**
3 Cotton Street, Bolsover
Derbyshire S44 6HA

**Clowne Contact Centre**
High Street, Clowne
Derbyshire S43 4JY

**Shirebrook Contact Centre**
2A Main Street, Shirebrook
Notts. NG20 8AW

**South Normanton Contact Centre**
The Hub – Joint Service Centre, Shiners Way
South Normanton, Derbyshire DE55 2AA

Web: www.bolsover.gov.uk
Email: enquiries@bolsover.gov.uk
Tel: 01246 242424
Minicom: 01246 242450
Automated payment service: 01246 242205
Address: **Bolsover District Council**
The Arc, High Street,
Clowne, Derbyshire
S43 4JY

**Useful Numbers**

**BCN Consultancy** *(Building Control):* 01246 345814

**Chesterfield Police:** 0845 1233333

**Derbyshire County Council:** 01629 580000

**North East Derbyshire District Council:** 01246 231111
Services available from your Contact Centre

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**Minicom:** 01246 242450
**Automated payment service:** 01246 242205
**Address:** Bolsover District Council
The Arc, High Street, Clowne, Derbyshire S43 4JY

**BCN Consultancy**
(Building Control): 01246 345814
**Citizens Advice Bureau:** 0844 8489800
**Chesterfield Police:** 0845 1233333
**Derbyshire County Council:** 01629 580000
**Environment Agency:** 08708 506506
**North East Derbyshire District Council:** 01246 334334
**Severn Trent Water:** 0800 7834444

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**Useful information**

- Engineering
- Housing
- Assisted Gardening
- Street Signs
- Derbyshire County Council
- Council Tax
- Environmental Services
- Conservation
- CAN Rangers
- Payments
- Environmental Services
- Recycling
- Online
- Gym
- Recovery
- Online
- Gym
- Planning
- Online
- Gym
- Leisure
- Property Services
- Online
- Gym
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