

Public Safety and Protection Service Standards

Requests for Health & Safety Services

In respect of Health & Safety services, we'll:

Respond to the majority of complaints of working conditions within 3 working days and provide details of what will happen next, the likely timescale involved and the name and contact details of the officer dealing with the request.

We'll aim to:

- respond to complaints within 3 working days for premises that require licensing under any animal welfare legislation. For example; pet shops, riding schools etc.
- respond to complaints within 5 days to statutory notifications regarding lifting equipment
- provide verbal or written reports within 5 working days of the date when any investigation is completed
- keep you regularly informed of progress if the above takes a long time to investigate
- take action in accordance with our Enforcement Policy
- investigate complaints about work activities in the Borough for which we have enforcement responsibility
- Investigate complaints relating to public safety arising from a work activity

In respect of health and safety services, we cannot:

- investigate complaints in premises enforced by the Health & Safety Executive. For example; construction sites, factories
- investigate complaints about premises outside the authority. We can forward your request to the correct authority for you
- investigate H&S complaints relating to businesses in private houses, incidents on the street/road, any construction activity or neighbour disputes
- give instant answers. Investigations can take several weeks as we deal with many investigations at the same time