

If you, or somebody you know,
would like the information
contained in this document in
large print, Braille, tape/CD
or in another language please
contact Wealden District Council
on 01323 443322 or
info@wealden.gov.uk

Pollution Control

Customer Charter

Council Offices, Pine Grove
Crowborough, TN6 1DH
Tel: 01892 653311

Council Offices, Vicarage Lane
Hailsham, BN27 2AX
Tel: 01323 443322

Open 8.30am-5.30pm Monday-Friday
Web site: www.wealden.gov.uk
Email: info@wealden.gov.uk
Fax: 01323 443333
Minicom: 01323 443331

Community Help Points are also available at:
the Library, High Street, Uckfield and the
Library, High Street, Heathfield.

We welcome any comments you
may have about our services or
suggestions to improve them



Wealden District Council is the local agency that is responsible for dealing with pollution incidents, including noise and light pollution; pest control, animal welfare and the protection of our coast at Pevensey and Cuckmere Haven.

We take providing a good service very seriously. If you feel we have not met our standards, please contact John Gallop at our Hailsham address – details on the back cover of this leaflet.

How we can help you

- We will be courteous, fair, professional and consistent.
- We will provide help and advice about statutory nuisance problems.
- We will do our best to protect you from any unreasonable disturbance, and control or prevent nuisances.
- We will provide limited pest control services and animal welfare services.
- We will keep you informed about your complaint.
- We will tell you of alternative action that you may take if we are unable to help.

What we will do

- Respond as soon as possible and always within seven working days.
- Visit within 24 hours when a statutory nuisance complaint requires urgent attention.
- Offer advice about statutory nuisance problems.
- Give the name and contact number of the person dealing with your complaint.
- Keep your details confidential.
- Tell you what is happening.
- Try to use plain English.

- As part of most residential statutory nuisance complaints we will send you a diary sheet to complete in case the nuisance continues.
- When necessary, visits will take place at times suitable to assess the situation.
- Try to find a practical solution to the problem.
- Take appropriate legal or informal action.
- Ask our customers what they think of our service.
- Review our service regularly.

You can help us by

- Explaining the problem to the person creating the noise or other statutory nuisance and try to reach a compromise.
- Keeping records of dates/times of any disturbances and relevant conversations and letters.
- Accepting that nuisance investigations take time and the Council's resources are limited.
- Being prepared to support us if necessary.
- Letting us know in advance of events that are likely to be a serious problem.
- Telling us of any change in circumstances.
- Accepting that there are some problems we may be unable to resolve.
- Where necessary, be prepared to compromise.
- Telling us what you think about our service and letting us know if you are unhappy with the outcome, or if you think we are not meeting our published standards.

A sign language interpreter is available for meetings if notice is given in advance.