

Service Delivery

The Licensing Section endeavours to provide the highest level of service to all its customers. However, should you have a complaint to make about the standard of service you have received or would like to make a suggestion on how the Section's service delivery may be improved, we would be pleased to hear from you so that the matter may be satisfactorily resolved.

We will consider all suggestions received with a view to improving the service and will implement these, legislation and Council Policy permitting.

Should you have cause for complaint, you should write in the first instance to:

The Head of Legal Services and Monitoring Officer
Tendring District Council
Westleigh House
Carnarvon Road
Clacton on Sea
Essex CO15 6QF

If you are not satisfied with the response you receive, then you should write to:

Mr I Davidson
Chief Executive
Tendring District Council
Clacton Town Hall
Station Road
Clacton on Sea
Essex CO15 1SE

This will then be registered under the Council's Corporate Complaints Scheme and your complaint addressed in accordance with that procedure. If you consider there has been maladministration you do, of course, have the right to place the matter before the Ombudsman.