



ENVIRONMENTAL HEALTH SERVICES CHARTER

HEALTH AND SAFETY AT WORK



What can we offer you?

We can:

- Offer professional advice on Health & Safety at Work matters.
- Investigate all complaints about standards of Health & Safety in the workplace for which the Council is the enforcing authority.
- Evaluate all reports of workplace accidents and investigate those which require further examination.
- Disseminate information about any serious Health & Safety at Work matters, including those of national or regional importance.
- Offer advice to the public on Health & Safety at Work training.
- Ensure that premises for which we have enforcement responsibility are regularly inspected and where necessary, actions are taken to improve Health & Safety at Work.
- Where we are not responsible for enforcement, put you in contact with the Health & Safety Executive.

What can you expect from us?

We will:

- Employ professionally qualified and competent Health & Safety officers.

- Respond within one working day where there is a serious health and safety concern.
- Commence an investigation within three working days of receipt of the complaint.
- If the complainant so requests he/she be kept informed of on-going developments and will be given appropriate details of the outcome of the investigation within five working days of its completion.
- The investigation of anonymous complaints shall be at the discretion of Environmental Health Services.
- Respond to written enquiries within 21 working days.
- Undertake enforcement when necessary and in accordance with the Health & Safety Enforcement Policy which is available on the website or by request.

What do we expect from you?

You can help us to provide a good service by:

- Giving us full and accurate details about any matter you report to us.
- Giving us your full co-operation when we investigate work place accidents and serious incidents.
- Being prepared in serious cases to give us a written statement and be prepared to act as witness in any subsequent Court action.
- Giving us as much notice as possible in order that we can have time to prepare a properly considered response for you.

How much does the service cost?

- You will not be charged for using this service.

Useful Contacts

Health & Safety Executive
 Marshalls Mill
 Marshalls Street
 Leeds
 LS1 9YJ

Telephone 0113 282 4200
 Fax 0113 282 4382
www.hse.gov.uk
 HSE Infoline 0845 345 0055

Ryedale District Council is not responsible for the content of external websites.

How can you contact us?

- For general service enquiries, you can phone us on 01653 600666 ext 251/254 between 8.30 a.m. and 5.00 p.m. Monday to Thursday and between 8.30 a.m. and 4.30 p.m. on Fridays.
- We will always try to answer your calls within six rings, although this may not always be possible at busy times. You will be directed to the person you ask to speak to, or to someone who can deal with your enquiry.
- You can write to us at Consumer Protection, Environmental Health Services, PO Box 67, Ryedale House, Malton, North Yorkshire, YO17 7ZG.
- We will try to answer your letter within seven working days. If this is not possible we will try to acknowledge your letter within three working days, unless there is a good reason why not and respond fully within 14 working days. Our reply will name the staff member dealing with your enquiry.
- You can send us a fax on 01653 600764 e-mail us on fshs.admin@ryedale.gov.uk.
- You can arrange to make an appointment to meet us at our reception. For service users who cannot travel to our offices we can organise home visits. We will try to meet with you within five working days of you asking us and within ten at the latest.

What if things go wrong?

We try to get things right first time, but know that sometimes things go wrong. If you are unhappy please complain in the first instance to the unit providing the service. You can complain by phone, letter, by e-mail or by fax.

If you have a complaint about a service please contact us on 01653 600666. If there is still a problem write to: Environmental Health Services, PO Box 67, Ryedale House, Malton, North Yorkshire, YO17 7ZG or e-mail fshs.admin@ryedale.gov.uk.

Your complaint will be investigated and we will send you a response within 10 working days or if this is not possible we will send you an acknowledgement letter detailing when you can expect a full response. If you are not satisfied with the response, you have the right to refer your complaint to a higher level through the Council's Complaints Procedure.

If you would like a copy of the Council's Complaints Procedure or need help or advice about making a complaint you can contact: Jane Graham, Member and Customer Support, Ryedale House, Malton, North Yorkshire, YO17 7HH or e mail jane.graham@ryedale.gov.uk. You can e-mail using the on-line complaints form found on Ryedale's website at www.ryedale.gov.uk.

This charter can be made available in large print and on tape