

Highways Customer Guide - How to contact us and when.

How to report a request in the first instance

Highways adopts an asset management led approach and as such it is important for our customer contact to be in the right channel at the right time. This ensures that we can deal with your service requests as efficiently as possible.

We have an infographic document called 'Reporting Highway Matters – customers' which reiterates the different ways to contact us.

All service requests that we receive must be present on our engineering tool, Confirm.

Confirm allows our team to assess and manage your enquiry independently to establish whether any work is required. Should work be required we can assess your enquiry against similar works within the area or across Cheshire East to provide best value for money.

In addition, should we decide that work is not currently needed we may decide to monitor as part of our routine safety inspections or, to consider or include this location in our future programmes.

To ensure that your service request reaches Confirm we request that you either:

- Log your enquiry on our [reporting tool](#)
- Telephone the Customer Services Team on (0300) 123 5020

If you log your service request via our reporting tool then you will receive progress reports, which will keep you updated on our decision and what, if anything, we plan to do.

Although we do carry out regular inspections, if we aren't aware of the problem then we can't do anything about it!

Please note – logging a service request more than once does not increase its priority – Multiple enquiries result in us taking longer to respond!

What's next if you are dissatisfied with the outcome of your service request?

We aim to provide a high-quality service but acknowledge that things can go wrong.

The Council describes a complaint as:

'A complaint is an expression of dissatisfaction about the Council's action or lack of action or about the standard of a service. This also applies to an organisation or contractor acting on behalf of the Council'

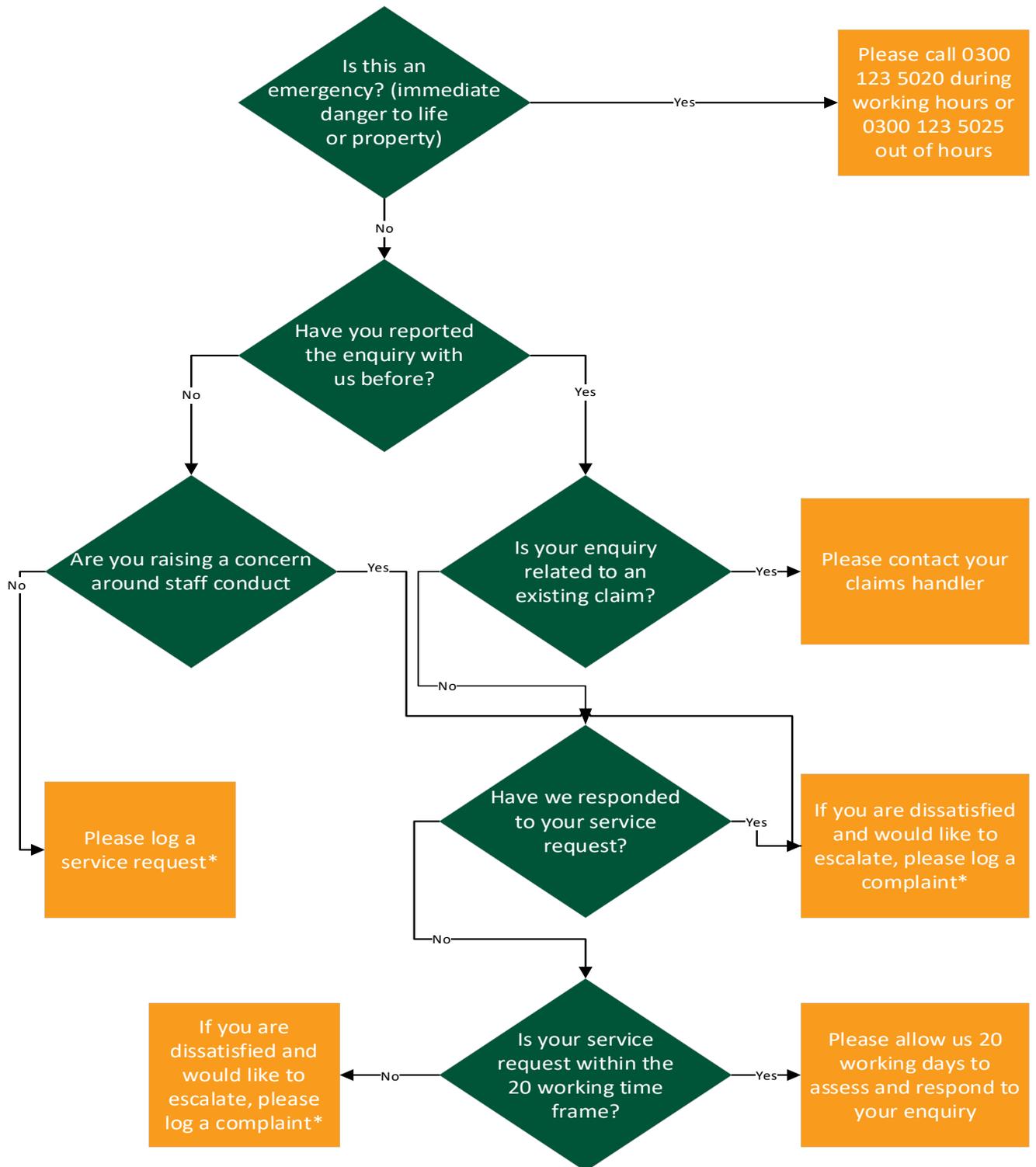
After you have submitted a service request you could consider escalating your enquiry to a complaint should you:

- Not be happy with the service that you have received
- Not feel we have done what we said we would do
- Not be provided with an update within timeframe
- Not be happy with our decision and you require more information to understand why we made that decision

In cases like the above, the service request can be escalated to a complaint. This can be done by:

- email us at letusknow@cheshireeast.gov.uk
- phone us 0300 123 5038

Visual guidance on our process



*Please refer to details on how to report on previous page