



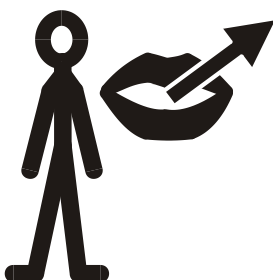
Easy Read version:



Customer Service Centre



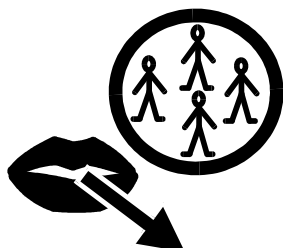
This document explains the different ways of contacting the Council for information and advice.



The Customer Service Centre helps people with all Nottinghamshire County Council services.



What is the Customer Service Centre?



The Customer Service Centre has a team of Council workers who will try and help you with any concerns or questions you have. They are called **Advisors**.

They can also tell you about the support the Council can offer.



There are 3 ways to contact the Council.

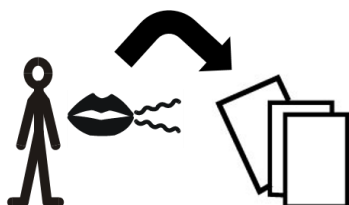
Phone

Online

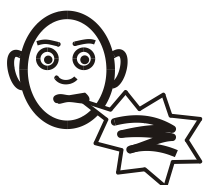
In person



The Advisors will listen to what you say. They should be polite, helpful and respectful to you.



The Advisors will always try and help you, this might mean taking your details and passing them on to a specialist team in the Council.



They will not help if you swear, shout or try and hurt them. You will need to be respectful.



Contact us online

If you have an enquiry you can use the online form to contact us at any time.

You need to include:

- your name
- your email address
- your enquiry or message
- the district you live in.



Click on this link to use this form:

[Contact us - online form](#)



Contact us in person

If you want to talk with someone face to face. There is a list of places and times when you can meet with an Advisor.

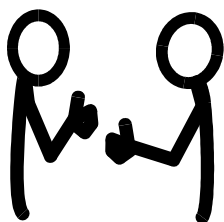


Go online and type into the web browser:

<http://www.nottinghamshire.gov.uk/contact-and-complaints/contact-us/visit-us>

In person they can help you with:

- Your bus pass
- Reporting streetlights not working and potholes
- Your blue badge applications
- Your waste and recycling enquiries

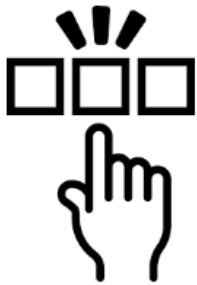




Contact us by phone

If you want to speak to someone you can use the **0300 500 80 80** number. You will need to listen to hear all of the options.

1



Adults - this is for carers, care payments, blue badges, occupational therapy (OT) and adult social care support.

Press 1

Then:

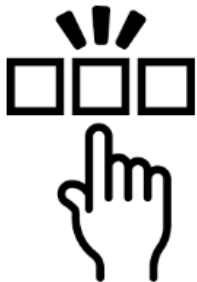
Payments and funding **Press 1**

Blue badge **Press 2**

Adult Social Care and OT **Press 3**

Safeguarding, Adult Abuse and Risks **Press 4**

2



Children – this is for libraries, schools, family support and children social care social care.

Press 2

Then:

Schools **Press 1**

Libraries **Press 2**

Children and family Social Care. **Press 3**

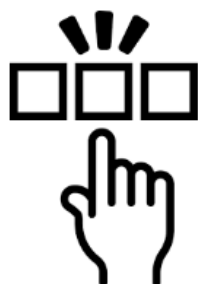
Safeguarding, Child Abuse and Risks **Press 4**

3

For births, deaths and marriages.

Press 3

4



For roads, transport, waste and bus passes.

Press 4

Then:

Roads, pavements, streetlights, trees and grass verges. **Press 1**

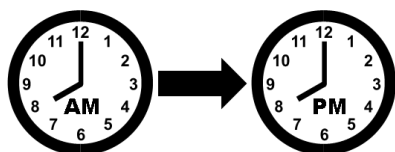
Transport and bus passes. **Press 2**

Waste and recycling. **Press 3**

5

For all other enquiries.

Press 5



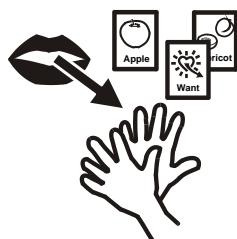
You can contact the Customers Services Centre by phone:

Monday to Friday 8am to 8pm

Saturday 8am to 12pm/ noon



If you have already contacted the Council about something and you are wanting an update. Please tell the Advisor this when you contact them.



If you have any communication needs, make sure you tell the Council so you can get the right support.



Who do I contact?



Nottinghamshire County Council



Phone Customer Services on
0300 500 80 80



Email:
enquiries@nottscc.gov.uk



Website:
www.nottinghamshire.gov.uk
www.nottshelpyourself.org.uk



Minicom:
01623 869598



Tell us if you need the information in another language or format.