

Customer Service Centre

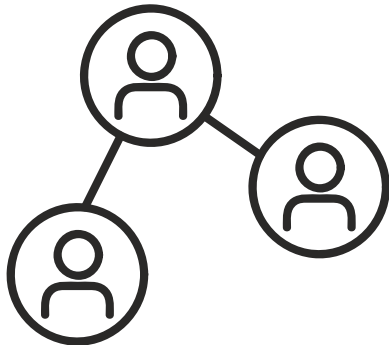


Easy read version

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

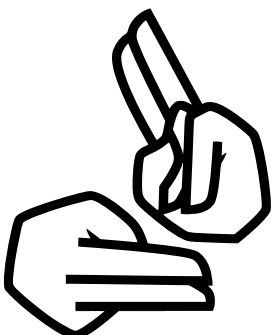
What is the Customer Service Centre?

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



They work closely with all other department to answer any NCC enquiries and tell you about the support we can offer. This might mean taking your details and passing them on to a specialist team in the council.

The Advisors will listen to what you say. They should be polite, helpful and respectful to you. However, they will not help if you swear and shout. You will need to be respectful.



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



Contact us online

If you have an enquiry you can use the [online form](#) to contact us at any time. These enquiries will be dealt with by our Customer Service Advisors.



Contact us by phone

If you want to speak to someone you can call us on -

0300 500 80 80

Monday to Friday 8am to 6pm

Calls cost no more than a standard geographic charge and are included in discount packages and inclusive minutes schemes.



Face to Face

Customer Service Points

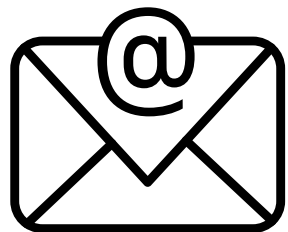
Our Customer Service Points are able to offer support, help and advice on the following services:

- concessionary bus passes
- streetlight and pothole fault reporting
- blue badge applications
- special access permits
- waste and recycling.

How do I contact you?



Customer Service Centre
0300 500 80 80



Email
enquiries@nottsc.gov.uk



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

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