

What do you want us to do to put it right?	
Which officers have you contacted about this matter?	
<p>If you have any documents to support your complaint, for example letters, they can be sent with this form. Please tick the box if you would like them returned to you. (You may prefer to send photocopies) <input type="checkbox"/></p>	
To be signed by the person making the complaint	
Signed	Date

Equality monitoring: Please complete this section so we can establish if there are issues which disproportionately affect or are specific to particular groups.						
Gender:		Female <input type="checkbox"/>		Male <input type="checkbox"/>		Not given <input type="checkbox"/>
Disability: (mark one only)	None <input type="checkbox"/>	Blind/ partially sighted <input type="checkbox"/>	Dyslexia <input type="checkbox"/>	Needs personal care/support <input type="checkbox"/>	Multiple disabilities <input type="checkbox"/>	Registered <input type="checkbox"/>
	Wheelchair user <input type="checkbox"/>	Deaf/ hearing impaired <input type="checkbox"/>	Mental health difficulty <input type="checkbox"/>	Unseen disability <input type="checkbox"/>	Other disability <input type="checkbox"/>	Not registered <input type="checkbox"/>
Age:	30 or under <input type="checkbox"/>	31 to 50 <input type="checkbox"/>	51 to 60 <input type="checkbox"/>	61 to 70 <input type="checkbox"/>	71 or over <input type="checkbox"/>	
Ethnic origin:	White	White British <input type="checkbox"/>		White Irish <input type="checkbox"/>		Other white <input type="checkbox"/>
	Mixed	White and black Caribbean <input type="checkbox"/>		White and black African <input type="checkbox"/>		White and Asian <input type="checkbox"/>
		Any other mixed background <input type="checkbox"/>				
	Asian or Asian British	Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Other Asian <input type="checkbox"/>	
	Black or Black British	Black Caribbean <input type="checkbox"/>	Black African <input type="checkbox"/>	Other Black <input type="checkbox"/>		
	Other Ethnic	Chinese <input type="checkbox"/>	Other ethnic category <input type="checkbox"/>			



West Lancashire Borough Council

Complaints Co-ordinators

Assistant Chief Executive's Division

Complaints Co-ordinator

Lynn McCoy
Senior Customer Services Advisor
e: lynn.mccoy@westlancs.gov.uk

Responsible for:

- Partnership & performance
- Public Relations
- Information & Communication Technologies
- Customer Services/OR
- Recruitment & Selection
- Training
- Equality
- Health & Safety
- HR Policy
- Job Evaluation

Community Services Division

Complaints Co-ordinator

Andrew Hill
Environmental Protection & Community Safety
Manager
e: andrew.hill@westlancs.gov.uk

Responsible for:

- Leisure, Arts & Culture Services
- Animal Welfare
- Dog Control
- Environmental Protection
- Licensing
- Commercial Safety
- Community Safety
- Emergency Planning
- Technical Services
- Ormskirk Market
- Decrim Parking
- Food Safety
- Health and Safety Enforcement
- Management Sports & Leisure
- Pest Control
- Pollution Control
- Public Health
- Pay & Display Parking

Financial Services Division

Complaints Co-ordinator

Natasha Bryan
Risk & Performance Officer
e: natasha.bryan@westlancs.gov.uk

Responsible for:

- Accountancy
- Audit
- Creditors
- Insurance
- Travel Concessions
- Salaries & Wages
- Benefits
- Cashiers

Complaints Co-ordinator

Sylvia Smith
Senior Admin & Elections Services Officer
e: sylvia.smith@westlancs.gov.uk

Responsible for:

- Members Services
- Civic Services
- Admin
- Elections
- Treasury Mgt
- Legal Services
- Land Charges
- Risk Management

Housing and Property

Responsible for:

- Public Sector Housing Services

Maintenance Division

Complaints Co-ordinator

Peter Morrison

e: peter.morrison@westlancs.gov.uk

- Private Sector Housing Services
- Housing Options & Homelessness
- Housing Strategy
- Property Management
- Maintenance of Public Buildings
- Renovation Grants
- Right to Buy
- Public Conveniences

Planning

Complaints Co-ordinator

Helen Rafferty

Research Officer

e: helen.rafferty@westlancs.gov.uk

Responsible for:

- Planning Policy
- Planning Control
- Building Control
- Conservation
- Development Control

Regeneration & Estates Division

Complaints Co-ordinator

Paula Huber

Economic & Regeneration Manager

e: paula.huber@westlancs.gov.uk

Responsible for:

- Economic Development
- Estates & Valuation
- Regeneration
- External Funding
- Investment Centre

Street Scene Division

Complaints Co-ordinator

Philip Samosa

Operational Support Manager

e: Philip.samosa@westlancs.gov.uk

Responsible for:

- Transport
- Street Cleansing
- Grounds Maintenance
- Refuse & Recycling
- Trade Waste
- Medical
- Stanley Depot