

About Complaints



There may be times when you are unhappy about something around your home. Whenever this happens we will try our best to work with you to resolve the situation.

Request for Service

If your toilet breaks or your central heating goes wrong this isn't a complaint, it's a request for service. You can report the problem directly to The Repairs Centre on 0845 30 11 110 or contact your local area housing office.

Neighbour Complaint

This is a complaint about the behaviour of people who live near you and their visitors. Contact your local area housing office for advice and support.

Environmental Complaint

You may be unhappy with the maintenance of your neighbourhood, including messy or vandalised garden areas, closes, pavements etc. Report the situation to your local area housing office who will be able to give advice.

Service Complaint

If at any point you are unhappy with the service we have provided to you, you can make a complaint under the Council Complaints Procedure.

How do I make a service complaint?

The first thing you should do is contact the person who deals with the service you want to complain about. They'll do their best to sort out the problem for you. You can contact them through the Council's Customer Service Centre on 01738 475583.

Unless the complaint is very serious we won't normally treat your first contact as a formal complaint, instead we would expect the part of the service you want to complain about to try and resolve the issue informally at first.

If you are still unhappy you can make a formal complaint by phoning the Customer Service Centre on 01738 475583, by emailing customercomplaints@pkc.gov.uk, by using the online enquiry form at www.pkc.gov.uk or by writing to the Complaints & Governance Officer, Perth & Kinross Council, 2 High Street, Perth PH1 5PH



Looking for more information?

Check the Perth & Kinross Council website www.pkc.gov.uk or contact any Council office to request a copy of:

- 'Your right to be heard ... Our duty to listen' public leaflet about making a formal complaint;
- Tenants' Guide on Repairs and Maintenance (section 3)
- Tenants' Guide on Neighbour Problems (section 8.1)