

Customer Service Matters

PLANNING AND PUBLIC PROTECTION

When you	We will
Make a householder application for planning permission	Send a letter to acknowledge your planning application, advising you of the date (within 8 weeks) when a decision will be made.
Have a planning enquiry	We will offer an appointment for you to see a planning officer who will provide help and advice regarding your planning enquiry.
Request a site inspection for building regulations	Arrange a site visit the next working day if the request is made before 4 pm and within 48hrs (on a working day) if after 4pm.
Submit a fully completed application, with all relevant paperwork, for a private hire vehicle licence	Consider the application based on the paperwork provided and whether your vehicle meets the requirements, and issue the licence, plates and door stickers for the vehicle within 2 working days.
Receive a food hygiene inspection	Let you know what you need to do by providing you with a premises inspection report at the time of the inspection, or send you an inspection report letter as soon as possible and within 14 days at the latest.

Anything you want to tell us?

Let us know if you think we've done something wrong or made a mistake.

We would also like to know if you think we have done something well or if you have a comment or an idea about how we could do something differently or better.

Let us know by e-mailing yourvoice@denbighshire.gov.uk; by phoning 01824 706101 by filling a form on our website at www.denbighshire.gov.uk

