

Service Request – Guidance Notes

Customer will be able to access this directly by clicking on the link online.

1. Details:

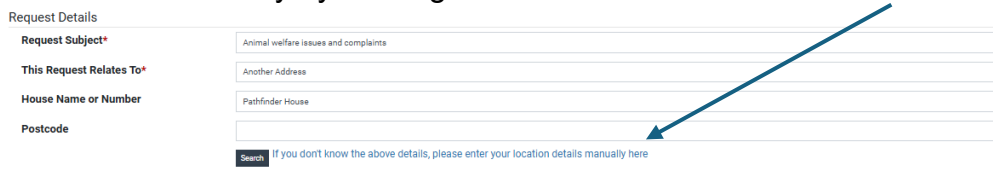
Your Local Council is: Click [Change](#) to add **Huntingdonshire** if this is not already showing. You may need a few attempts

Your details: Add your name, address, phone no. and email address to the relevant fields on the form.

Request Subject:

Add **Request Subject** from the drop-down selection.

Enter the address **This Request Relates To** by adding the post code first to find the address. If for any reason the address is not found, then you can enter detail manually by clicking the link next to the Search Button.



Click [Next →](#) to continue.

2. Types of requests and additional guidance for Page 2

Animal Welfare:

If you have selected Animal Welfare an additional page about the issue will need to be completed.

This includes:

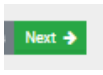
The date you became aware of the issue. Click on the empty field to open up the calendar and choose the date.

The type of animal affected

The number of animals affected

The type of premises where this issue has occurred and the welfare issue.

You can free type in the box under the questions to let us know about any conversations you have had with the owner and any further details.

Click  to continue

Taxi complaints:

If you have selected Taxi an additional page (2nd page of form) asking about the details will open to complete.

This includes:

Details about the driver, operator and vehicle – registration of vehicle, licence plate number, name of company etc can be added here

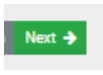
Reason for complaint – tell us what has happened and why you are concerned here

Date of incident – if more than one date, please add to the box at the bottom where it says Any Additional Information.

Approximate Time of the incident – if more than one time then please add to Additional information at the bottom of the page.

Click **Yes** or **No** to answer if you have already contacted the Operator/Company involved.

Any Additional information – please add as much detail as possible to help us in our investigations.

Click  to continue

Licensed Premises Complaints:

If you have selected Licensed Premises, an additional page (2nd page of form) asking about the details will open to complete.

This includes:

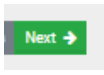
When did you first become aware of the issue: add the first date you noticed this, any additional dates can be added at the bottom of the page in any additional information.

Click on **Yes** or **No** to answer the three Questions about the licence

Provide full details of your Complaint: Please add times and dates, tell us what has happened and explain how this concerns you.

Click on **Yes** or **No** to answer if you have discussed the issues with the Premises or staff.

Any Additional information: Any other information on the issue, event, people involved, premises, etc can be added here.

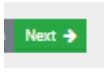
Click  to continue

3.Additional Information

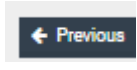
You can drag and drop files such as photo images or screen shots to **File Uploads**

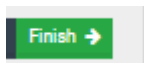
You can type information about the issue in **Additional Information**

Please provide as much detail as possible about your concern and what has happened, including, times and dates, location, people involved, vehicle registrations if applicable etc.

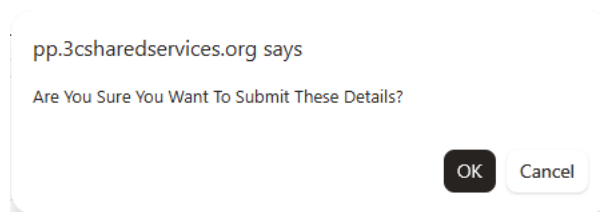
Click  to continue

4.Confirm details

Please read the information you have provided, if anything is missing at this stage you can click on.  to change the form.

Once you have clicked on  you will no longer be able to amend the details.

A message will appear asking if you are sure that you want to submit the form. Click ok if you are happy to submit the form.



You will then receive an email to confirm that the application has been submitted.

If you click on Submission History you can view the summary of the Service Request and the Status.