

Customer Satisfaction Action Plan 2022

The Council takes the views of customers seriously and is committed to respond to any issues that emerge from customer feedback; these comments are a sample taken from our recent survey.

Service Standard	Action	Updates as Appropriate
Looking for information on my council tax direct debit	Create your own online account, register or sign in via Fenland District Council online services (angliarevenues.gov.uk), which will allow you to view your direct debit details, installments due and payments made.	A request to receive future council tax bills via e billing can also be requested once digital access is available.
Looking for information on how to change my address for council tax.	Our website has a page dedicated to Council Tax, with a link to Anglia Revenues Partnership website to report a change of address - Change of Address (angliarevenues.gov.uk)	The Anglia Revenues Partnership website has alternative e-forms for other council tax changes via this link - Council Tax (angliarevenues.gov.uk)
Looking for information on what goes into my bins.	Our website has a page dedicated to "What goes in my bins?" - What goes in my bins? (fenland.gov.uk)	We also have an app for Fenland Bins which can be downloaded to your smart device to access information on bins, including collection dates, report a missed bin and bulky collections.
Looking for information on requesting an additional bin.	Our website has a page dedicated to "New, replacement or extra bins" - New, replacement or extra bins (fenland.gov.uk)	We also offer free clear recycling sacks for Fenland residents which are sent by post via the following form - Order recycling sacks (fenland.gov.uk)
Looking for information on how to contact the council.	Our website has a page dedicated to "Contact us" - Contact us (fenland.gov.uk)	Before you contact us, have you checked to see if you can find what you need on our website? Our website offers information about our services, how to apply and pay for services and report issues.