

Customer Services

We listened to you

In 2010 you said

We did

I want a copy certificate straight away

Introduced an express certificate service at the Register Office

Why don't you have a nationality checking service?

Set up a partnership with the Home Office and our registrars now offer this

I needed to feed my baby somewhere private when I came in to register the birth

Arranged for a new baby feed area at the Register Office

I find it hard to visit the one stop shop to renew my blue badge - can someone do this for me?

Improved our process so that you can send a representative along to do this for you

I didn't know about the dog warden service

You can now make a report via our contact centre and one stop shops and we also advertise this service

It would help if I could deal with the older persons social services team when I come in to the one stop shop

Made it possible for you to make this type of enquiry with us at the one stop shop

Thank you for your comments, they have helped us to improve our services.

