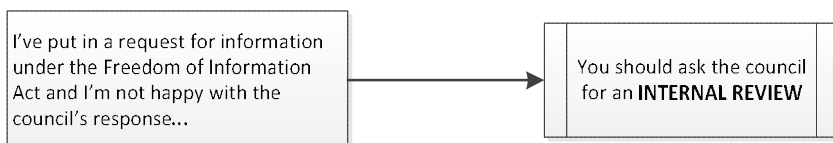


# Using the council's complaints processes...



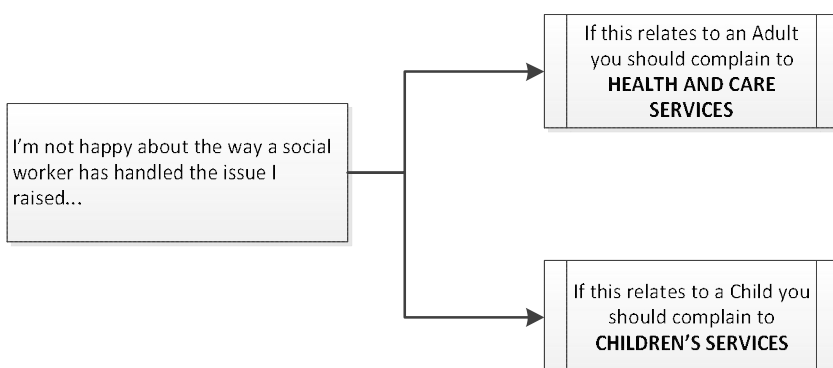
This process can also be used if you are not happy with the way the council has handled your requests under the Environmental Information Regulations or Data Protection Act. You can request a review by:

**Post:**

Information Governance Team  
Cumbria House, 117 Botchergate, Carlisle,  
Cumbria CA1 1RD

**Email:** [complaints@cumbria.gov.uk](mailto:complaints@cumbria.gov.uk)

**Telephone:** 01228 221234



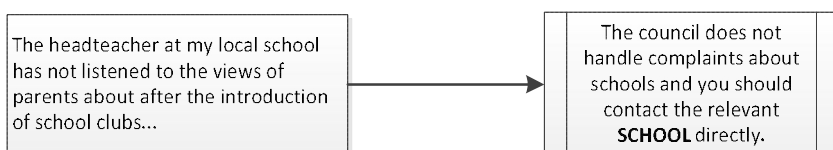
Complaints should be submitted to:

**Post:**

Information Governance Team  
Cumbria House, 117 Botchergate, Carlisle,  
Cumbria CA1 1RD

**Email:** [complaints@cumbria.gov.uk](mailto:complaints@cumbria.gov.uk)

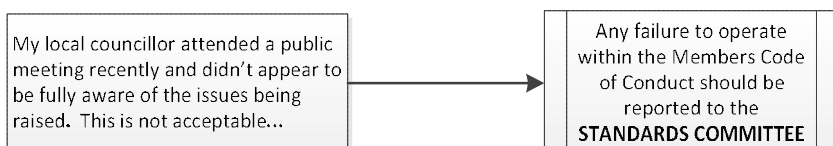
**Telephone:** 01228 221234



A list of schools can be found using the 'Find a School' tool on the council's website: <http://www.cumbria.gov.uk/schooldata/>



Contact details for the council's Highways Hotline can be found at: <http://www.cumbria.gov.uk/roads-transport/highways-pavements/reporting-problem-on-highway/reportingproblemswithstreetsorhighways.asp>



Further details of this process can be found on the Standards Committee webpage: <http://councilportal.cumbria.gov.uk/mgCommitteeDetails.aspx?ID=151>



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**Email:** [complaints@cumbria.gov.uk](mailto:complaints@cumbria.gov.uk)

**Telephone:** 01228 221234

**Please note:** if at any time your use of the processes listed above become vexatious or without merit the council reserves the right to invoke the Unreasonable and Unreasonably Persistent Customer Policy