**Dornie & District Community Council**

**How to report problems**

The information isn’t comprehensive and there are currently problems with Highland Council’s online problem reporting system. However, it would be helpful if individuals could raise concerns about any of the matters below with the authority responsible for them in the first instance. If the authority doesn’t respond, please let the Community Council know and we will follow it up.

**Bins and Recycling**

Missed bin collection - <https://www.highland.gov.uk/info/1063/rubbish_-_household_waste/118/missed_bin_collection>

Request bulky uplift - <https://www.highland.gov.uk/info/1063/rubbish_-_household_waste/132/dispose_of_large_household_items>

**Businesss and Trade**

Counterfeit Goods - <https://www.highland.gov.uk/report>

Delivery charges – online shopping - <https://www.highland.gov.uk/report>

Food premises registration - <https://www.highland.gov.uk/info/135/health_and_safety_-_food/82/food_premesis_registration>

Food Safety Complaint - <https://www.highland.gov.uk/report> or phone environmental health on [01349 886606](tel:01349886606)

Workplace Health & Safety Concern - <https://www.highland.gov.uk/report>

Street Traders Licence application - <https://www.highland.gov.uk/directory_record/738770/street_trader>

Unlicenced street traders – information awaited

Taxi licence application - <https://www.highland.gov.uk/directory_record/738739/taxi_and_private_hire/category/501/taxi_and_private_hire>

Unlicenced Taxis – information awaited

**Council and Government**

Complaint - <https://www.highland.gov.uk/report>

Freedom of Information Request - <https://www.foi.scot/how-do-i-ask>

Subject Access Request (information held about you personally) - <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/right-of-access/how-do-we-recognise-a-subject-access-request-sar/>

**Council Tax and Benefits, Rates**

Change in Circumstances - <https://www.highland.gov.uk/report>

Non-domestic Rates - <https://www.highland.gov.uk/info/2/business_rates/404/non-domestic_rates/2>

Scottish Small Business Relief - <https://www.mygov.scot/non-domestic-rates-relief/small-business>

**Environment**

Abandoned vehicles - <https://www.highland.gov.uk/report>

Untaxed vehicles - <https://www.gov.uk/report-untaxed-vehicle>

Vehicles without MOTs - <https://www.gov.uk/report-no-mot>

Animal Welfare Concern - <https://www.highland.gov.uk/report>

Dog control - <https://www.highland.gov.uk/info/1211/animal_welfare_and_pest_control/472/dog_control>

Bonfire or Smoke Problem - <https://www.highland.gov.uk/report> or phone environmental health on [01349 886606](tel:01349886606)

Dog fouling – <https://www.highland.gov.uk/info/1330/street_care_and_cleaning/473/dog_fouling> or phone environmental health on [01349 886606](tel:01349886606)

Litter and Fly-tipping - <https://www.highland.gov.uk/report> or phone environmental health on [01349 886606](tel:01349886606)

Noise pollution

* Neighbours - <https://www.highland.gov.uk/info/1281/pollution/74/noise>
* Dogs barking - <https://www.highland.gov.uk/info/1281/pollution/74/noise/2>
* Commercial premises - <https://www.highland.gov.uk/info/1281/pollution/74/noise/3>

Waste from businesses and organisations – <https://www.highland.gov.uk/info/1060/rubbish_-_commercial_waste/134/business_waste_collection_service/3>

Water pollution - <https://www.scottishwater.co.uk/your-home/your-waste-water/sewage-pollution>

**Housing and short term lets**

Private Landlords (long term lets) - <https://www.highland.gov.uk/info/997/housing_advice/258/private_landlords>

Accommodation provider (short term lets) - <https://www.highland.gov.uk/info/20021/short_term_lets/1021/short_term_lets_licensing>

**Marine licences**

Private mooring - <https://www.crownestatescotland.com/scotlands-property/coastal/marine-leisure>

**Planning**

Potential breach of planning control - <https://www.highland.gov.uk/info/180/planning_-_applications_warrants_and_certificates/170/planning_enforcement/2> or phone [01349 886608](tel:01349886608)

**Roads and pavements**

Trunk Roads (A87) - <https://www.bearscot.com/report-a-defect/>

**All council roads:**

* [Bridge damage](http://www.highland.gov.uk/info/20005/roads_and_pavements/96/road_faults)
* [Bus shelter damage](http://www.highland.gov.uk/info/20005/roads_and_pavements/96/road_faults)
* [Cemetery damage](http://www.highland.gov.uk/info/1330/street_care_and_cleaning/112/street_care_and_cleaning/2)
* [Dog fouling](http://www.highland.gov.uk/info/1330/street_care_and_cleaning/473/dog_fouling)
* [Grit bins (external link)](https://self.highland.gov.uk/service/Road_maintenance?FaultType=Grit%20bins)
* [Light or traffic signal fault](http://www.highland.gov.uk/info/20005/roads_and_pavements/110/street_lighting_and_traffic_signals)
* [Park or play area damage](http://www.highland.gov.uk/info/1330/street_care_and_cleaning/112/street_care_and_cleaning/2)
* [Parking](https://www.highland.gov.uk/parking) or phone  [01349 886601](tel:01349886601)
* [Pavement](http://www.highland.gov.uk/info/20005/roads_and_pavements/96/road_faults) or phone  [01349 886601](tel:01349886601)
* [Pothole](http://www.highland.gov.uk/info/20005/roads_and_pavements/96/road_faults) or phone  [01349 886601](tel:01349886601)
* [Road maintenance (including flooding)](http://www.highland.gov.uk/info/20005/roads_and_pavements/96/road_faults) or phone  [01349 886601](tel:01349886601)
* [Road surface - maintenance request](http://www.highland.gov.uk/info/20005/roads_and_pavements/96/road_faults) or phone  [01349 886601](tel:01349886601)
* [Street cleaning](https://www.highland.gov.uk/info/1330/street_care_and_cleaning/112/street_care_and_cleaning) or phone  [01349 886601](tel:01349886601)
* [War memorial damage](http://www.highland.gov.uk/info/1330/street_care_and_cleaning/112/street_care_and_cleaning/2)