



# Highways Reporting Quick Guide

**Our commitment to delivering a consistent and responsive customer experience for Suffolk**



## What is our commitment?

We aim to make a tangible difference to those who use the highway network by providing responses to enquiries which seek to swiftly and appropriately address concerns, following reporting.

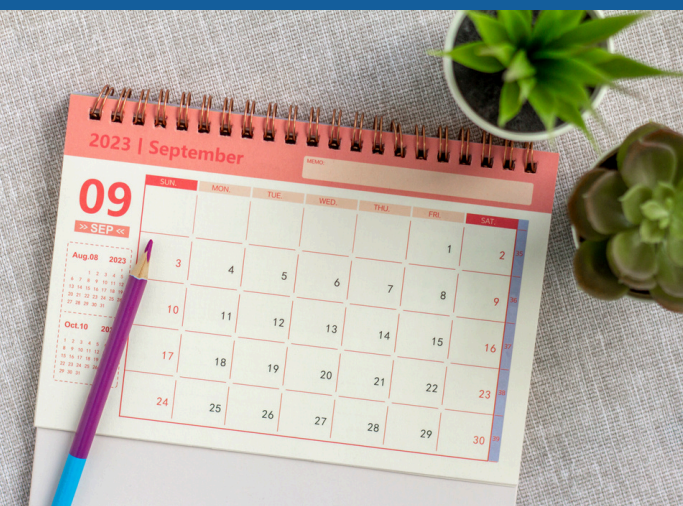
**We received more than 50,000 reports between 1st April 2024 and 31st March 2025**

## How do we assess reports?

We assess each and every report and, when appropriate, repair or rectify reported issues.

Financial and practical considerations mean that we must prioritise our work based upon location, road category and severity of the defect.

Our Highways Maintenance Operational Plan contains more information on this approach. You can also view our Reactive Service Quick Guide.



## What is our response timeframe?

All enquiries are acknowledged and we aim to provide a full response within 20 working days.



# Where can I find out about highways services?

Visit our website's [Roads and Transport page](#), providing information on our services, including:

- [Bridges and highway structures](#)
- [Community Self-Help Scheme](#)
- [Drainage](#)
- [Dropped kerbs](#)
- [Highway licences](#)
- [Highway maintenance](#)
- [Parking regulations and moving traffic enforcement](#)
- [Residential parking schemes](#)
- [Roadworks](#)
- [Street lighting](#)
- [Traffic management](#)
- [Traffic signals and pedestrian crossings](#)
- [Winter Gritting](#)

## What is the best way to report something?


The [Highways Reporting Tool](#) is the most efficient way to log a report quickly and easily online. These reports are submitted directly to operational staff for assessment.

If the same issue has already been reported you don't need to report it again. Multiple enquiries will not change the status or speed of the investigation.

To check for updates on existing reports, enter the road name, parish, postcode or customer reference number in the search facility on the map, or zoom in to the location then click on the coloured pin for information.

Enter road name, postcode or customer reference number to zoom to the location of your report.

If no report already exists for this issue, please plot the fault by clicking or tapping on the map before filling in the form.

Grit Bins that are serviced are shown as  - for a request to refill, please plot over the relevant bin.



## Do not report a highways problem online if:

- **It poses an immediate danger to public safety -**  
Call 0345 606 6171  
Read more about [Highways Emergencies](#)
- It's on a [trunk road](#) in Suffolk - call the National Highways Information Line on 0300 123 5000
- It's on a [private road](#)



## Other ways to contact us

If you are unable to find the information you are looking for on our [Roads and Transport](#) webpage, you can contact us at: [Contact Customer Service - Suffolk County Council](#)

## How did we do?

If you have a compliment or a complaint, we want to hear from you. Let us know by visiting our [compliments and complaints](#) page.

