



Heybridge Parish Council

COUNCILLOR PRACTICE FOR QUESTIONS FROM THE PUBLIC

Background:

Councillors of different Wards often receive various complaints from members of the public covering issues including ditches, trees, roads. Normally such complaints are outside the responsibility of the Parish Council and are related to Essex Highways, Maldon District Council, Essex County Council, Environment Agency, and other authorities.

Procedure:

1. Should a complaint/question be received, whoever receives it should contact the nearest Ward member to the person complaining.
2. That member to contact the person complaining to get the full story
3. The member to register the complaint to the Clerk
4. The Clerk to deal with the issue if it involves another authority
5. If it involves the PC then the Clerk deals with it unless the issue is such that it needs full Council to decide.

Status:

To be considered for adoption on 21st August 2014. Adopted on 18th September 2014.

Reviewed May 2016. Reviewed and agreed 18 May 2017

Clerk

August 2014