

How to raise an issue with the Parish Council

The Parish Council is interested in hearing from residents.

There are many ways to raise an issue with the Parish Council:

- Contact the Clerk, Chairman or any Councillor you are comfortable contacting. Contact details are shown on the village website.
- Issues can be raised via email, phone call, or letter as you are comfortable with.
- You are also welcome to attend any Parish Council meeting. There is a standing agenda item near the start of the meeting called “Public Forum” where any member of the public may use up to 5 minutes to raise an issue or provide information to the Parish Council. A list of planned meetings is published on the village website.
 - Please note that issues raised during the Public Forum will not be subject to a decision at that meeting. Parish Council processes require that agendas are issued to the public for review at least 3 working days ahead of the meeting to give the public notice that they will be discussed.

Tracking the issue:

- The **Residents’ Issues List** will be used to record that the issue has been raised, and will be updated with any progress and status until it can be resolved or has been taken as far as the Parish Council is able to.
- The List is a working document for Parish Council reference, but a public version of it will be updated on the village website every 3 to 6 months.
- The public version posted on the website will be anonymous in that it will not disclose which residents raised the issues.

How issues are resolved:

- As there are many different types of issues, there are various ways that issues may be resolved.
- If a decision by the council is required to address the issue, the Clerk or one of the Councillors will raise an agenda item for discussion at a future meeting.
- Some issues may be assigned to a particular Working Group or Councillor with responsibilities for that area. An updated Parish Council working group and responsibility structure will be published in the near future.
- The Parish Council cannot commit to timeframes for resolving issues, but the Residents’ Issues list is intended to confirm if the issue is something we are still working to address and provide updates with any progress.
- Of course the Parish Council may not be able to fully address the issue that you raised for various reasons. If we decide that we are not able to fully resolved or address your issue, we will contact you explaining why.

By the way - you can also contact us if you would like to reinforce something that is positive about the village or if you are happy about something we are doing! ☺

Jim Donahue, Parish Council Chairman, 14 December 2018