



SHAROW PARISH COUNCIL

Protocol for Reporting Issues / Faults to Local Authorities

Introduction

The Parish Council recognises that it is the first point of contact for residents on many local issues such as:

- Potential breaches of planning.
- Environmental health issues.
- Highways faults.

Protocol

The Parish Council has therefore adopted the following protocol for dealing with issues such as these:

- In the first instance a member of the public, including Parish Councillors, reporting such issues will be directed to the relevant authority to make an individual complaint (see contact section below).
- Members of the public are encouraged to keep the Parish Council informed of any complaints that they make, or which are not quickly and satisfactorily resolved.
- Issues raised with the Parish Council will automatically be reported to the relevant authority for appropriate investigation and action to be taken.
- If appropriate, the Parish Council will continue to pursue the matter until a satisfactory resolution or final decision is obtained from the relevant authority.

Useful Contacts

North Yorkshire County Council

Website: www.northyorks.gov.uk
Tel: 08458 727374
Address: County Hall
Northallerton
North Yorkshire
DL7 8AD
E-mail: customer.services@northyorks.gov.uk

Highway Authority

E-mail: area6.starbeck@northyorks.gov.uk
Address: Highways North Yorkshire
Area 6, Boroughbridge Office
Stump Cross
Boroughbridge
YO51 9HU

'Report it Online' service for reporting problems with roads, pavements, bridges & streetlights via northyorks.gov.uk

Harrogate Borough Council (Is also the Local Planning Authority for developments excluding quarrying).

Website: www.harrogate.gov.uk
E-mail: customerservices@harrogate.gov.uk
Tel: 0845 300 6091
Address: Council Offices
Crescent Gardens
Harrogate
HG1 2SG

Planning: www.harrogate.gov.uk/planning

Environmental Health:

For advice and a list of services including public health, dog warden, gypsies and waste services see:
<http://www.harrogate.gov.uk/harrogate-79>

More links are given on the Parish Council's website – www.sharowparishcouncil.btck.co.uk

Adopted by the Parish Council at its meeting on 17th December 2012.