



PROCEDURE FOR CONTACTING AND REPORTING ISSUES TO THE PARISH COUNCIL

1. **Introduction**
The purpose of this procedure is to clearly define how to contact the Parish Council and how this will be dealt with
2. **Identify the Issue Clearly**
Describe the nature of the issue (for example, broken glass on park, litter on parks etc.). Include specific details: location, time, frequency, any photos if applicable.
3. **Contacting the Clerk**
ALL issues relating to Parish Council land, equipment etc should be reported to the Clerk via the following methods only
Email (clerk@stretton-pc.gov.uk)
Online form (contained in the contact page of the website www.stretton-pc.gov.uk)
Telephone (for urgent or time-sensitive issues) 01283 537939
Post (for formal or documented submissions) 22 Field Rise, Burton on Trent, DE13 0NR

Social media posts will not be responded to as these are not deemed as an effective method of communication.
4. **Make the Report**
Address your communication to **"The Clerk of Stretton Parish Council."**
Include:
Your full name and contact details
A clear, concise summary of the issue
Any supporting evidence (photos, dates, witness statements)
Your desired outcome or suggested solution (if relevant)
5. **Acknowledge and Tracking**
The Clerk should acknowledge receipt, typically within 5–10 working days.
6. If the issue is outside the parish council's remit, the Clerk may refer it to the **borough or county council**.