Town & Parish Non Urgent Enquiries Flow Chart

Purple = EFDC Website
Orange = Call Council Service
Gold = Digital Support Sessions

You or a resident needs to raise a query or issue with EFDC

Has the query or issue been logged via our online services?

*Once an online enquiry is submitted you will receive automated response with case reference and timeframe for response

No

If the resident is not able to get online you can signpost them to digital coaching sessions

www.eppingforestdc.gov.uk/community/digital-inclusion/

OR

Our Welcome Area Team are happy to assist residents who visit the Civic Offices

Direct the query to our online services available on the website www.eppingforestdc.gov.uk

Alternatively call the Contact Centre on 01992 564000 If you do not receive a response within the agreed timeframe, or feel the response received is not satisfactory, you can escalate the matter by following the steps below

www.eppingforestdc.gov.uk/contact-us/

- 1. On Contact Us page, scroll down, click 'Use our general enquiry form'. If no account, click continue without an account.
- 2. Select category 'give feedback about a service EFDC provides'
- 3. Complete the form providing as much detail as possible.
- 4. The case will be assigned to the Service Area for a response as soon as possible

*By using this method we are able to track and monitor your case to ensure you receive a response.



Town & Parish Urgent Enquiries Flow Chart

Purple = EFDC Website
Orange = Call Council Service

If an unsatisfactory response or no Please call us on response is received to the issue 01992 564000 You or a resident you are in please submit a formal complaint contact with needs to raise a where your issue can be via the website query or issue with EFDC i.e. dealt with 24/7 by either www.eppingforestdc.gov.uk/yourfallen tree or flooding the Contact Centre Team or council/comments-complimentsour Out of hours service and-complaints/

We define urgent as risk of harm/injury to persons or property.