

Annex 6.2 - Complaints Process

1. If you would like to submit a comment, compliment and complaint regarding the work of the council, you can do so online via the council's website:
[Comments, compliments and complaints.](#)
2. Alternatively, you can write to Customer Services at the address below, or come in person to:

Epsom & Ewell Borough Council
Town Hall
The Parade
Epsom
Surrey
KT18 5BY
3. If your complaint is about a councillor, please refer to the Members' Code of Conduct (see [Constitution](#), Appendix 1).
4. Complaints related to data handling / processing, data protection and information governance can also be made to the Information Commissioner's Office ("ICO"). Details can be found on the ICO's website:

[ICO – Make a complaint](#)