

Enquiries to Customer Services

You can contact us:

In person at a Help Shop:

Reigate Town Hall
Castlefield Road, Reigate, Surrey RH2 0SH

Banstead Help Shop
The Horseshoe, Banstead, Surrey SM7 2BQ

Horley Help Shop
4 Victoria Square, Consort Way, Horley, Surrey RH6 4AX

Merstham Help Shop
26 Portland Drive, Merstham, Surrey RH1 3HX

Redhill Help Shop
26-28 Cromwell Road, Redhill, Surrey RH1 1RT

Preston Help Shop
71 Marbles Way, Tadworth, Surrey, KT20 5JP

By telephone at: 01737 276000

Or by email at:

customer.services@reigate-banstead.gov.uk

www.reigate-banstead.gov.uk



If you would like this information in a different format such as large print or another language, please contact customer services.



How to make a complaint about a Councillor



Reigate & Banstead Borough Council has 51 Councillors (also known as Members), representing 19 wards. Councillors are democratically elected and are accountable to the residents of their ward. Their duty is to represent and serve the whole community and uphold the highest standards of conduct and ethics.

On 8 May 2008, the direct responsibility for considering written complaints against a Councillor of Reigate & Banstead Borough Council moved from the Standards Board for England to Reigate & Banstead Borough Council's Standards (Assessment) Sub-Committee.

The Sub-Committee will consider whether an alleged complaint will be investigated. They can only deal with complaints about alleged behaviour and conduct covered by the Members' Code of Conduct. They are unable to deal with complaints about Council services or matters not covered by the Code of Conduct.

If you would like to make a comment or complaint about any of the Council's services, please pick up a copy of our Complaints Procedure leaflet.

Making a complaint

If you do wish to make a complaint against a Councillor, you are required to complete the form opposite, enclosing any relevant evidence to substantiate your allegation and return it to:

Monitoring Officer
Reigate & Banstead Borough Council
Castlefield Road
Reigate
Surrey RH2 0SH

If you are unsure about any aspect of this process, please contact the Monitoring Officer before submitting your complaint on 01737 276058. You will receive an acknowledgement within five working days of receipt of your complaint.

Councillor complaint form

Please use this form to explain your complaint.

Name: _____

Address: _____

_____ Postcode: _____

Phone number: _____

Date: _____

Email address: _____

Comments: _____

Signature: _____