

## Annex 6.2 - Complaints Process

1. If you would like to submit a comment, compliment or complaint regarding the work of the council, you can do so online via the council's website: [Comments, compliments or 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. If you have complained to the council in relation to a data handling / processing, data protection or information governance matter and are not satisfied with the final outcome, you can complain to the Information Commissioner's Office ("ICO"). Details can be found on the ICO's website: [ICO – Make a complaint](#)