

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

Yes

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

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

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.*

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